

Monthly Performance Dashboard August 2022

Toka Tū Ake EQC has adopted a new name to better represent the role our scheme plays in supporting New Zealanders.

Our new name reflects the whakapapa of our nation.

Our land is constantly changing from earthquakes, volcanic eruptions, landslips and floods. Communities have lived alongside those perils for hundreds of years, and Māori have always believed the relationship and connection of people to land and nature is inseparable.

How to use this dashboard

This dashboard shows a monthly snapshot of Toka Tū Ake | EQC progress across its operational spectrum as well as how we track in relation to the performance measures in our *Statement of Performance Expectations 2022-23*. Below is a summary of each section.

Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly or quarterly basis. The results are cumulative year-to-date results with a traffic light system used to indicate proximity of actual performance to expected performance. The *Statement of Performance Expectations 2022-2023* is one of our public accountability documents which can be found on our website:

<https://www.eqc.govt.nz/our-publications/statement-of-performance-expectations-2022-2023/>

Section 2 - Canterbury*

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury'). It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many remain open (on hand). We also profile our remaining on hand claims by age, by complexity, and by reopen reason. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

Government on-sold support package

This sub-section outlines our progress in the delivery of the Government on-sold support package, on behalf of the Government, to support owners of on-sold over-cap properties in Canterbury to access financial help to have their homes repaired.

Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many remain open (on hand). The data in this section is organised by the type of natural disaster damage for which a claim may be lodged (namely earthquake, landslip, flood or storm damage). In this section we also profile our remaining on hand claims by damage type and age.

Claims subject to management under the Natural Disaster Response Model (NDRM)

This section provides a summary view, at an aggregate level, of claims managed under the Natural Disaster Response Model (NDRM), which came into effect on 30 June 2021. Under the NDRM, customers now lodge their disaster claim directly with our insurer partners who manage the settlement process on behalf of EQC ('Insurer Managed').

Note: Toka Tū Ake EQC continues to directly manage a small number of historical claims ('Toka Tū Ake EQC Managed') that pre-date the NDRM.

Section 4 - Resilience

This section monitors the progression of Toka Tū Ake EQC's contribution to reducing risk and building resilience to natural hazards in New Zealand.

The section also monitors the perceptions of key stakeholders around the quality and relevance of the outputs of our investment in research (usefulness, useability and use), our contribution to building resilience to natural hazards and the quality of our partnering in these areas. Monitoring also includes the public's perceptions of how we are doing with enhancing public understanding of natural hazard risk and our influence on the public to take action to reduce this risk. Reporting on progress will occur on a quarterly basis.

Section 5 - Customer Focus

This section monitors the quality of our customer focus through customers' satisfaction with their interactions with Toka Tū Ake EQC. There are three key strands to our customer focus metrics:

- 'Service Quality' of their overall claims experience and, for Canterbury customers, reflection on their most recent experience;
- 'Timeliness and quality of Complaints Resolution'; and
- 'Enduring settlements'.

Customer satisfaction surveys are conducted on our behalf by Kantar Public, who survey on our behalf every month. This section also summarises the volume of customer contacts through our primary channels of phone, email or post.

Note: Given the time required to complete our surveys, we report our customer satisfaction results one month in arrears.

Section 6 - Media (Traditional and Social)

This section monitors the tone and impact of Toka Tū Ake EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by us, and also how frequently we appear in media coverage across the month (media articles). This section also provides a view on what's driving our coverage, the tone of the coverage, leading messages, and themes shaped by what's driving coverage across both formats.

Section 7 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we have received, completed and have remaining on hand at the end of the month. Our OIAs are divided into two types: those in which our customers' request information and/or supportive information from us on their claim (Customer OIA); and OIA requests that relate directly to Toka Tū Ake EQC and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

Section 8 - Data Protection

This section provides a monthly update on Toka Tū Ake EQC's compliance matters, in particular, the severity and nature of reported privacy breaches as well as any emerging themes.

Section 9 - Our People

This section tracks Toka Tū Ake EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement overlaid by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

*The published report made publicly available excludes a section on Kaikōura. This is excluded due to commercially sensitive insurer data.

Section 1 - Statement of Performance Expectation measures - monthly monitoring

Output One - Recovery after an event

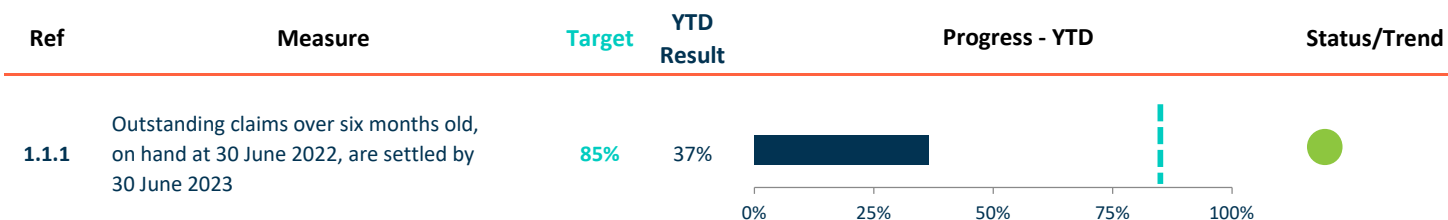
Output 1.1: Settlement of the 2010-11 Canterbury earthquake sequence remedial claims

Output 1.1 is specifically focussed on serving customers with claims from the **2010-2011 Canterbury earthquake sequence**, including claims Toka Tū Ake is managing on behalf of Southern Response Earthquake Services Limited (Southern Response). The measures address both the timeliness and the customer focus of the claims management services.

The measures in this output class are a continuation from the 2021-2022 financial year. The number of claims from the Canterbury events is gradually reducing as less new damage is discovered. From 2023-2024, measures are likely to be re-evaluated to reflect the fewer claim numbers and the different treatments required for them.

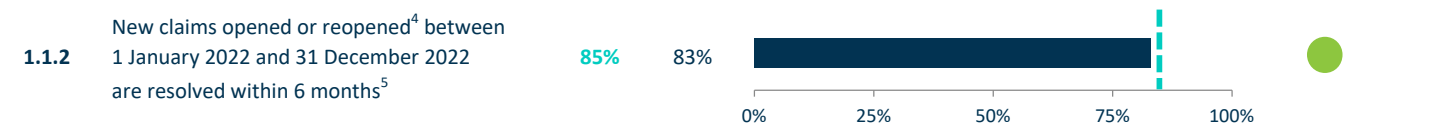
The threshold for customer satisfaction is different for Canterbury claims than it is for other claims. This is because damaged homes in Canterbury often have long and complex histories, in part reflective of past processes that have now changed. Also, for this reason, most of our customer focus measures look at a customer’s recent experience to test the effectiveness of our continuous improvement

Performance measures | Timeliness



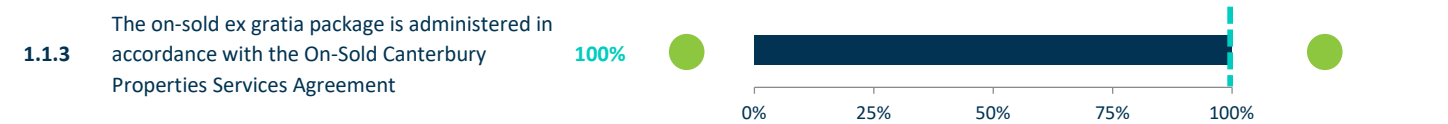
Commentary

In the FYTD, performance against SOPE measure 1.1.1 is tracking in line with expected performance to meet target. To date, we have closed 102 (37%) of the 279 claims that were outstanding (over 6 months old) as at 31 August 2022.



Commentary

In the FYTD, performance against SOPE measure 1.1.2 is tracking in line with expected performance to meet target. To date, 271 (83%) of the 326 in-scope claims that were reopened in January-February 2022 have been settled within 6 months of their reopened date.



Performance measure	Standard	Result
A decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%
EQC will provide reporting to the Treasury as specified in Schedule 4 of the On-Sold Canterbury Properties Services Agreement.	Achieved	Achieved
Applications for ex gratia payments will be assessed against the criteria specified in the On-Sold Canterbury Properties Services Agreement and a decision on the outcome of the Application will be conveyed to the Applicant within one month of receiving all required documentation and reports.	100%	100%

⁴The open claim has been resolved (closed) from the perspective of the business (Toka Tū Ake). An open claim may be classified as resolved where the customer has been asked to provide further information related to their claim (over a period) that has not occurred. This approach is consistent with that taken by the private insurers. To count as reopened, Toka Tū Ake needs to have triaged the request and accepted the possibility of further activity being required.

⁵ Does not include claims in litigation or where a customer appoints a third party to represent them.

Key:

- Result not available for the month
- Potential risk of not achieving target
- Performance trend increase
- No change in performance trend
- On track for delivery
- Target highly unlikely to be achieved
- Performance trend decrease

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output One - Recovery after an event (cont.)

Performance measures | Timeliness

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
1.1.4	Claims managed on behalf of Southern Response are managed in accordance with the Agreement Relating to Management of Outstanding Canterbury Claims between Toka Tū Ake and Southern Response	100%	100%		

Commentary

Under clause 6.6 of the Agreement relating to management of outstanding Southern Response earthquake claims, EQC must obtain Southern Response’s written agreement prior to proceeding, where the Settlement Sum or Repair or Rebuild Sum exceeds the Cap by more than \$50,000.

1.1.5	Achieve claims settlement targets, based on Southern Response settlement projections from March 2022 valuations	95%	30		
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Commentary

In the FYTD, performance against SOPE measure 1.1.5 is tracking behind expected performance to meet target. To date, 30 (13.6%) of the FY22-23 claims settlement target of 220 covered claims, based on the Southern Response settlement projections from March 2022 valuations, has been achieved.

1.1.6	More than 50% of surveyed customers are satisfied with their overall claims experience	>50%	75%		
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Commentary

In the FYTD, performance against SOPE measure 1.1.6 is tracking ahead of expected performance to meet target.

Note: Results are reported one month in arrears.

Reflecting on their most recent experience:

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
1.1.7	More than 70% of surveyed customers agree or agree strongly that Toka Tū Ake:	>70%			
	• was transparent and fair in all interactions	>70%	78%		
	• was responsive to their individual needs and situation during their recent claim experience	>70%	75%		
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%	80%		
	• acted as experts with the skills, knowledge and desire to help them	>70%	77%		

Commentary

In the FYTD, performance against SOPE measure 1.1.7 is tracking ahead of expected performance to meet target, with all four dimensions of the measure tracking ahead of expected performance.

Note: Results are reported one month in arrears.

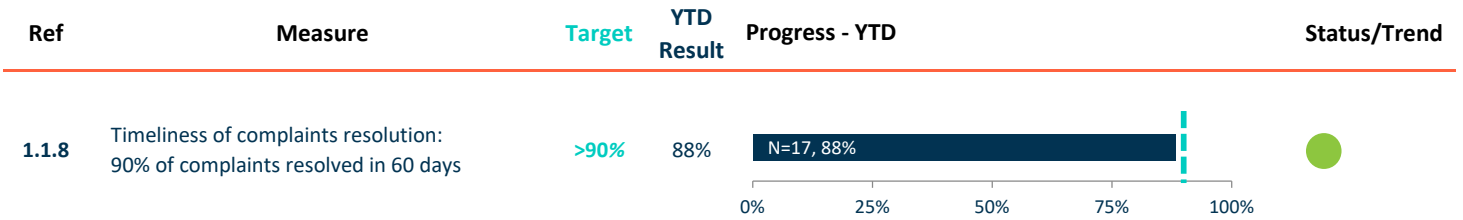
Key:

- Result not available for the month
- Potential risk of not achieving target
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Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

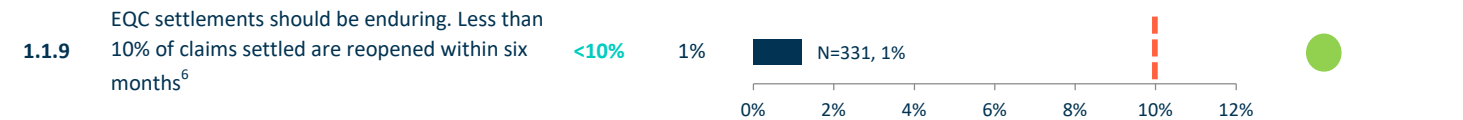
Output One - Recovery after an event (cont.)

Performance measures | Timeliness (cont.)



Commentary

In the FYTD, performance against SOPE measure 1.1.8 is tracking in line with expected performance to meet target. Of 17 complaints relating to Canterbury claims received to date, 15 (88%) have been resolved within the target timeframe. Of the 2 complaints with a target closure date within the month of August 2022, both complaints were resolved and met the target timeframe.



Commentary

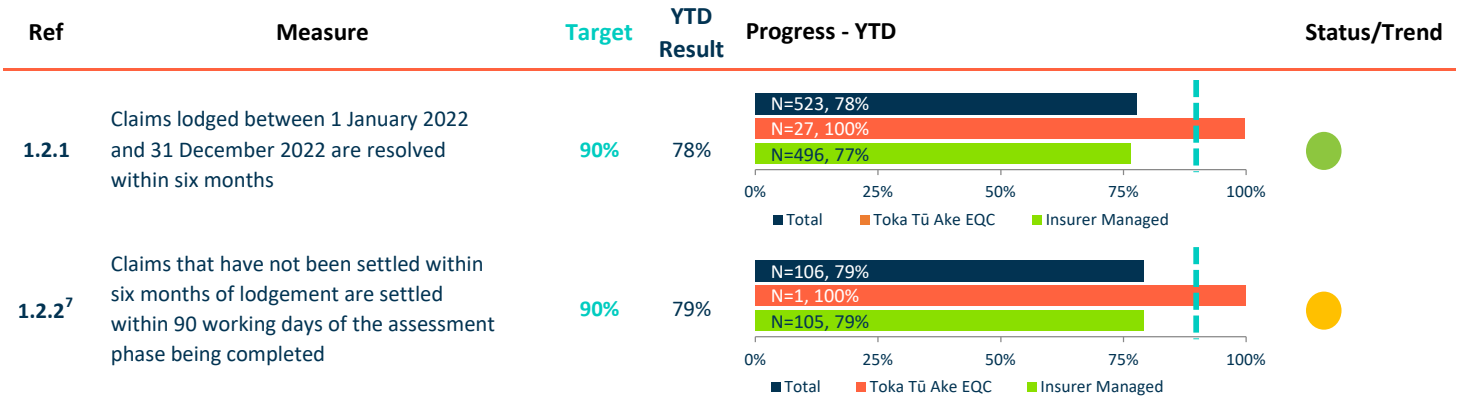
In the FYTD, performance against SOPE measure 1.1.9 is tracking ahead of expected performance to meet target. Of the 331 in-scope claim closures during January-February 2022, 4 claims (1%) have since been reopened.

Output One - Recovery after an event

Output 1.2: Claims relating to natural disaster events (excluding Canterbury)

Output 1.2 is focussed on other claims to the scheme that **occurred after the 2010-2011 Canterbury earthquake sequence**. These measures address the speed, quality and cost of claims resolution. For claims submitted after 30 June 2021, these measures apply to claims management services provided by private insurers under the NDRM.

Performance measures | Timeliness



Commentary

In the FYTD, performance against SM 1.2.1 is tracking in line with expected performance to meet target. To date, 407 (78%) claims of the 523 in-scope claims lodged during January-February 2022 were resolved within 6 months.

In the FYTD, performance against SM 1.2.2 is tracking behind expected performance to meet target. For Toka Tū Ake EQC managed claims, the 1 (100%) in-scope claim not settled within six months of lodgement was settled within 90 working days of the assessment phase completion. For Insurer managed claims, there are 105 claims within scope this month. Of these, 83 (79%) have met the measure with 22 failing the measure, as the claim remained open or closed more than 90 days after the assessment phase.

Note: Insurer Managed claims begun having a material impact on performance for both SoPE 1.2.1 and 1.2.2 from January 2022. (6 months after the commencement of the Natural Disaster Response Model (NDRM) on 30 June 2021).








Explained: 'Insurer Managed' and 'Toka Tū Ake EQC Managed' claims

Under the NDRM, customers now lodge their disaster claim directly with our insurer partners who manage the settlement process on behalf of Toka Tū Ake EQC ('Insurer Managed'). Toka Tū Ake EQC continues to directly manage historical claims ('Toka Tū Ake EQC Managed') relating to damage pre 30 June.

⁶This will not include claims re-opened for administrative purposes (such as for making a payment or insurer facilitation).

⁷The measure has been adjusted to reflect the small number of claims that now fall within this category.

Key:

-  Result not available for the month
-  Potential risk of not achieving target
-  Performance trend increase
-  On track for delivery
-  Target highly unlikely to be achieved
-  Performance trend decrease
-  No change in performance trend

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output One - Recovery after an event (cont.)

Output 1.2 | Performance measures | Timeliness (cont.)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
1.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	57%		●
1.2.4	More than 70% of surveyed customers agree or agree strongly that Toka Tū Ake EQC (or its partner):				
	• was transparent and fair in interactions	>70%	65%		●
	• was responsive to their individual needs and situation during their recent claim experience	>70%	65%		●
	• provided clear and concise communication, and customers were clear on next steps for their claim	>70%	66%		●
	• acted as experts with the skills, knowledge and desire to help them	>70%	65%		●

Commentary

In the FYTD, performance against SM 1.2.3 is tracking behind expected performance required to meet target with a YTD result of 57%. SM 1.2.4a - *transparent and fair interactions* is tracking behind expected performance required to meet target with a YTD result of 65%. SM 1.2.4b - *responsiveness* is tracking behind expected performance required to meet target with a YTD result of 65%. SM 1.2.4c - *clear and concise communications* is tracking behind expected performance required to meet target with a YTD result of 66%. SM 1.2.4d - *acted as experts with knowledge* is tracking behind expected performance required to meet target with a YTD result of 65%.

1.2.5 ⁸	Timeliness of complaints resolution: 90% of disputes resolved in 60 days or within such longer period as the complainant and private insurer agree	>90%	88%		● ▼
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Commentary

In the FYTD, performance against SM 1.2.5 is behind expected performance to meet target, with a YTD result of 88%.

Of all in-scope claims for this measure:

- 75% of Toka Tū Ake EQC-managed claims have been resolved within 60 days (N=4); and
- 92% of Insurer managed claims have been resolved within 60 days (N=12).

Note: There is a degree of volatility in the results for this measure due to low volumes of complaints.

⁸Excludes complaints that fall into the external dispute resolution process to align with Fair Insurance Code terminology.

Key:

- Result not available for the month
- Potential risk of not achieving target
- ▲ Performance trend increase
- On track for delivery
- Target highly unlikely to be achieved
- ▼ Performance trend decrease
- No change in performance trend

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output One - Recovery after an event (cont.)

Output 1.2 | Performance measures | Customer focus (cont.)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend												
1.2.6 ⁹	Toka Tū Ake EQC settlements should be enduring. Fewer than 7.5% of claims resolved are reopened within six months	<7.5%	1.8%	<table border="1"> <tr> <th>Category</th> <th>Count (N)</th> <th>Percentage</th> </tr> <tr> <td>Total</td> <td>328</td> <td>1.8%</td> </tr> <tr> <td>Toka Tū Ake EQC</td> <td>66</td> <td>7.6%</td> </tr> <tr> <td>Insurer Managed</td> <td>262</td> <td>0.4%</td> </tr> </table>	Category	Count (N)	Percentage	Total	328	1.8%	Toka Tū Ake EQC	66	7.6%	Insurer Managed	262	0.4%	
Category	Count (N)	Percentage															
Total	328	1.8%															
Toka Tū Ake EQC	66	7.6%															
Insurer Managed	262	0.4%															

Commentary

In the FYTD, performance against SM 1.2.6 is in line with expected performance to meet target, with a YTD result of 1.8%.

Of all claim closures during January-February 2022:

7.6% of Toka Tū Ake EQC-managed claims were reopened within 6 months of closure (N=66); and

0.4% of Insurer managed claims were reopened within 6 months of closure (N=262).

Note: This result is adjusted to remove the claims reopened for administrative purposes as advised by our insurer partners.

Output 1.2 | Performance measures | Quantity

1.2.7	The ratio of claims handling expense to settlement cost for the period is less than the ratio set by the Board	Less than threshold ratio		<table border="1"> <tr> <th>Month</th> <th>Actual Ratio</th> <th>Threshold Ratio</th> </tr> <tr> <td>May-22</td> <td>49%</td> <td>53%</td> </tr> <tr> <td>Jun-22</td> <td>43%</td> <td>50%</td> </tr> <tr> <td>Jul-22</td> <td>41%</td> <td>49%</td> </tr> <tr> <td>Aug-22</td> <td>54%</td> <td>60%</td> </tr> <tr> <td>Sep-22</td> <td>-</td> <td>-</td> </tr> <tr> <td>Oct-22</td> <td>-</td> <td>-</td> </tr> <tr> <td>Nov-22</td> <td>-</td> <td>-</td> </tr> <tr> <td>Dec-22</td> <td>-</td> <td>-</td> </tr> <tr> <td>Jan-23</td> <td>-</td> <td>-</td> </tr> <tr> <td>Feb-23</td> <td>-</td> <td>-</td> </tr> <tr> <td>Mar-23</td> <td>-</td> <td>-</td> </tr> <tr> <td>Apr-23</td> <td>-</td> <td>-</td> </tr> </table>	Month	Actual Ratio	Threshold Ratio	May-22	49%	53%	Jun-22	43%	50%	Jul-22	41%	49%	Aug-22	54%	60%	Sep-22	-	-	Oct-22	-	-	Nov-22	-	-	Dec-22	-	-	Jan-23	-	-	Feb-23	-	-	Mar-23	-	-	Apr-23	-	-	
Month	Actual Ratio	Threshold Ratio																																										
May-22	49%	53%																																										
Jun-22	43%	50%																																										
Jul-22	41%	49%																																										
Aug-22	54%	60%																																										
Sep-22	-	-																																										
Oct-22	-	-																																										
Nov-22	-	-																																										
Dec-22	-	-																																										
Jan-23	-	-																																										
Feb-23	-	-																																										
Mar-23	-	-																																										
Apr-23	-	-																																										

Commentary

As at 31 August 2022, YTD performance against SM 1.2.7 is tracking ahead of expected performance, with a claims expense ratio of 54% observed vs. the YTD target threshold ratio of 60%.

Notes

- This measure is specific to claims managed by our insurer partners under the Natural Disaster Response Model (NDRM), which commenced on 30 June 2021.
- The threshold is recalibrated each month.
- This methodology to calculate this measure was approved by the Board on 12 May 2022.

⁹Measure excludes administrative reopens.

¹⁰https://www.eqc.govt.nz/sites/public_files/documents/grants/EQC%20Resilience%20Strategy%202019.pdf

Key:

- Result not available for the month
- Potential risk of not achieving target
- On track for delivery
- Target highly unlikely to be achieved
- Performance trend increase
- Performance trend decrease
- No change in performance trend

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Resilience

Output 2.1 - A resilience programme that facilitates improved analysis and public understanding of natural hazard risk

Our **Resilience** output class, focusses on investing in science, data, loss modelling and public education to support risk-informed decision making. With strong reciprocal relationships, we disseminate this knowledge and tools to people who can make a difference - policy makers, planners, key professions and the public.

Output 2.1 | Performance measures | Quality

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.1	Percentage of stakeholders ¹¹ surveyed ¹² agree or strongly agree that the outputs of the investment by Toka Tū Ake EQC in research are: <ul style="list-style-type: none"> of good or excellent quality relevant and focussed on the outcomes of the Resilience Strategy 	>75%		Results expected May/ Jun-23 	●
2.1.2	Percentage of stakeholders surveyed agree or strongly agree that Toka Tū Ake EQC: <ul style="list-style-type: none"> is contributing to driving progress in resilience to natural hazards; is an engaged and supportive partner 	>75%		Results expected May/ Jun-23 	●

Output 2.1 | Performance measures | Quantity

Percentage of the public surveyed ¹³ who say:					
2.1.3	<ul style="list-style-type: none"> they thought about potential risks of natural hazards when buying or looking to buy a property 	>75%	0%	Q1 result expected Sep-22 	●
2.1.3	<ul style="list-style-type: none"> they are aware they can take action to make their homes safer and stronger for disaster events 	>60%	0%	Q1 result expected Sep-22 	●
2.1.3	<ul style="list-style-type: none"> where possible, they have taken action as home owners on any of the six key preparedness actions¹⁴ promoted by Toka Tū Ake EQC¹⁵ 	>55%	0%	Q1 result expected Sep-22 	●
2.1.4	Number of formal, evidence-based submissions made on relevant (natural hazard risk) policies, plans, or initiatives or local government statutory plans Reviewer commentary that submissions are: <ul style="list-style-type: none"> of good quality on matters relevant to natural hazard risk reduction 	5	0	Results expected May/ Jun-23 	●

¹¹Stakeholders include central government, local government, science and research, insurance industry, and design, planning, and construction professionals.

¹²Quantitative surveys are undertaken by Research First Ltd, an independent organisation.

¹³Quantitative surveys are undertaken by A C Neilsen, an independent organisation.

¹⁴The key preparedness actions are secure tall furniture, secure hot water cylinder, remove or replace hazardous chimneys, secure foundations, know how to turn off mains gas, and know how to turn off mains water.

¹⁵This action measure is calculated by summing the count of people who said 'yes' to each of the six actions, divided by the sum of the count of eligible people who answered for each action (excludes those who said not applicable).

Key:











- Result not available for the month
- Potential risk of not achieving target
- ▲ Performance trend increase
- No change in performance trend
- On track for delivery
- Target highly unlikely to be achieved
- ▼ Performance trend decrease

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Two - Resilience








Output 2.2 - Innovating through technology to enhance loss modelling and public understanding of natural hazard risk

Performance measures

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	Deliver the following milestones for loss modelling:				
2.2.1	• Implement the new National Seismic Hazard Model in PRUE ¹⁶	as per milestones		On track	
	• Implement new earthquake fragility models in PRUE			On track	
	• Agree a forward loss modelling strategy with GNS and NIWA			On track	
	Deliver the following milestones for the Risk and Resilience Portal:				
2.2.2	• Establish an online register that provides the public with information on Toka Tū Ake EQC claims for individual residential properties	as per milestones		The Toka Tū Ake Board have taken the decision to delay the delivery of Phase 1 of the Portal till June 2023.	
	• Stage two of the Portal is costed and signed off by the Toka Tū EQC Ake Board			On track for submission of a Business Case for subsequent phases to the Toka Tū Ake EQC Board.	

¹⁶PRUE is based on the RiskScape® risk modelling software developed by GNS and NIWA.

Key:

	Result not available for the month		Potential risk of not achieving target		Performance trend increase		No change in performance trend
	On track for delivery		Target highly unlikely to be achieved		Performance trend decrease		

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Three - Risk Financing

Output 3.1 - Maintain a reinsurance programme that supports Toka Tū Ake EQC's delivery of affordable residential natural disaster insurance protection

Our **Risk financing** output activities are guided by our understanding of the Crown's balance sheet risk appetite and rebuilding the NDF. Purchasing reinsurance transfers an agreed amount of natural disaster risk to offshore capital providers, thereby reducing the concentration of New Zealand's financial exposure to future natural disaster events.

Performance measures

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
3.1.1	Reinsurance protection for 2023-2024 is obtained on terms that assure continuity of coverage for all perils, at rates that are lower than the Crown's cost of capital	01 June 2023	●	Not yet reportable - annual measure	●
3.1.2	Annual consultation with the Crown on risk appetite occurs prior to purchasing reinsurance for 2023-2024	as per measure	●	Not yet reportable - annual measure	●
3.1.3	An annual review of the risk financing strategy is conducted	30 June 2023	●	Not yet reportable - annual measure	●

Output 3.2 - Managing the NDF

3.2.1	The level of levies collected compared to annual financial budget	100%	●	<p>Budget YTD, 88.5</p> <p>88.8</p> <p>Premiums collected YTD (\$m)</p>	●
3.2.2	The NDF is managed in accordance with directions from the Minister	100%	●	Q1 progress checkpoint due Sep-22	●
3.2.3	The value of the NDF is rebuilt (assumes fewer than 4,500 new claims in addition to Canterbury reopens)	>\$185m	●	<p>As at 31 August 2022, we are on track to achieve this measure</p>	●

Key:



●	Result not available for the month	●	Potential risk of not achieving target	▲	Performance trend increase	■	No change in performance trend
●	On track for delivery	●	Target highly unlikely to be achieved	▼	Performance trend decrease		

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

Output Four: Readiness for an event

Readiness is about ensuring Toka Tū Ake EQC and its partners have the right capability and capacity in place to support New Zealanders, should we be required to respond to an event today. We do this by ensuring we have the right model in place to respond to a wide range of events, running scenario exercises, planning for business continuity and identifying areas for improvement.



Performance measures¹⁹ | Quantity

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
4.1	Toka Tū Ake EQC will continue to conduct scenario exercises that will demonstrate that Toka Tū Ake, with insurers and other key recovery agencies, can respond to a significant natural disaster up to 100,000 claims			Refer to commentary	

Target: Independent evaluation reviewing our exercises to ensure they are fit for purpose by 30 June 2023.

Comment



To validate scalability, Toka Tū Ake has reviewed insurer event response and surge plans. These plans outline how individual Insurers will scale to achieve their expected share of up to 100,000 customer claims. Toka Tū Ake has been advised that there is contingent capacity to scale to 100,000 claims per year based on Insurer's planned approach to surging resources. This is based primarily on Insurer's using Third Party Administrators (TPAs) for some claim management services. Both Insurers and TPAs can leverage significant national and global staff to meet surge demands before needing to recruit. Being able to surge staff to appropriate levels is the primary determinant to achieving this measure. s9(2)(b)(ii)

4.2	To support co-ordinated insurance response and recovery activities, by 30 June 2023 Toka Tū Ake (with its partners) has developed two event response strategies that cater to a range of natural disaster perils that Toka Tū Ake EQC covers			Refer to commentary	
-----	---	--	---	---------------------	---

Target: Two event response strategies developed by 30 June 2023.

Comment

The next event response strategy will be for a significant volcanic eruption. Planning work is underway to establish a working group, across Toka Tū Ake and Insurers, to further develop the required response capability for a volcanic eruption. The working group commenced work activities mid-August and will start to draft an event response strategy for a Mt Taranaki volcanic eruption over the coming months. Submission of the strategy to NDRM governance is expected in early 2023.








4.3	NDRM systems are analysed and process and data exchange enhancements are agreed between Toka Tū Ake EQC and insurers to ensure scalability and robustness of the NDRM.			Refer to commentary	
-----	--	--	---	---------------------	---

Target: Achievement of target by 30 December 2022.

Comment

Analysis has been completed. Achievement within the target timeframe is potentially at risk.

Key:

	Result not available for the month		Potential risk of not achieving target		Performance trend increase		No change in performance trend
	On track for delivery		Target highly unlikely to be achieved		Performance trend decrease		

Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

NDRM assurance quality

4.4	Moderate and high-risk issues identified through the Insurer Response Model Assurance Framework have an agreed and documented action plan to address those issues (including timeframes), and relevant actions have been completed within the agreed timeframes	95%	●	Moderate - and high-risk issues identified through the Insurer Response Model Assurance Framework have an agreed and documented action plan to address those issues (including timeframes), and relevant actions have been completed within the agreed timeframes.	●
4.5	Toka Tū Ake EQC implements recommendations 5.1.3 ¹⁷ and 6.1.3 ¹⁸ from the 2020 Public Inquiry by 24 December 2022	100%	●	Recommendation 5.1.3 ON TRACK for implementation by 24 December 2022	●
			●	Recommendation 6.1.3 AT RISK, timing subject to business case	●

Comment

Recommendation 5.1.3

Completion of the Kaikōura/Hurunui claims settlement research remains on track with the second phase of the research involving interviews and further analysis to understand the rationale of claimants' decisions and the impacts of the cash settlement process. The final report is due in December 2022.

Recommendation 6.1.3








The Risk and Resilience Portal's overall intent is to provide homeowners with public education on natural hazards and natural hazard risk and phase one which will make Toka Tū Ake claims data available, is currently in development. While phase one will be delivered by June 2023, the timing for portal delivery is subject to a business case.

4.6	New Zealanders have increasing trust and confidence in Toka Tū Ake EQC		●	Not yet reportable - annual measure Result expected in May/ Jun-23	●
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¹⁷Public Inquiry recommendation to conduct a detailed assessment of the impacts of cash settlement of claims in the Kaikōura/Hurunui earthquake, including long-term housing stock quality impacts.

¹⁸Public Inquiry recommendation to establish an online register that provides EQC information on claims for individual residential properties that are free and simple to use for prospective home buyers. See also measure 2.2.2.

Key:

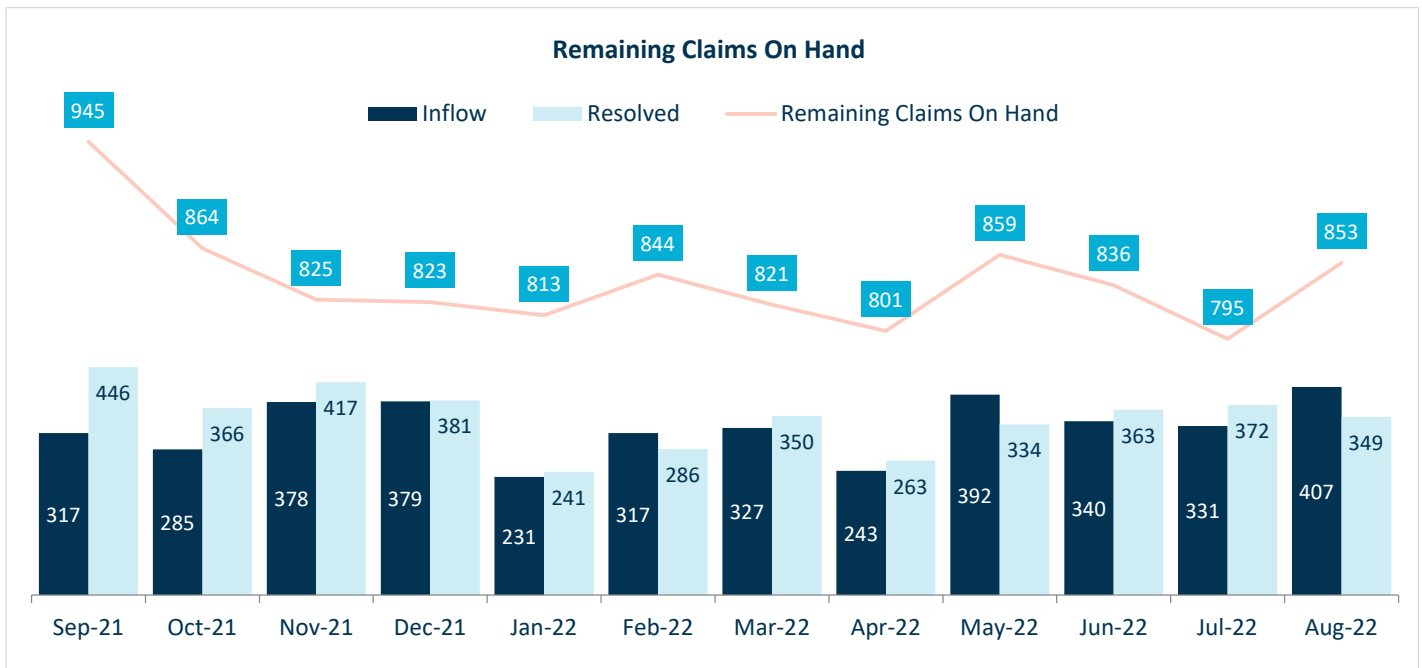
-  Result not available for the month
-  Potential risk of not achieving target
-  Performance trend increase
-  No change in performance trend
-  On track for delivery
-  Target highly unlikely to be achieved
-  Performance trend decrease

Section 2 - Canterbury

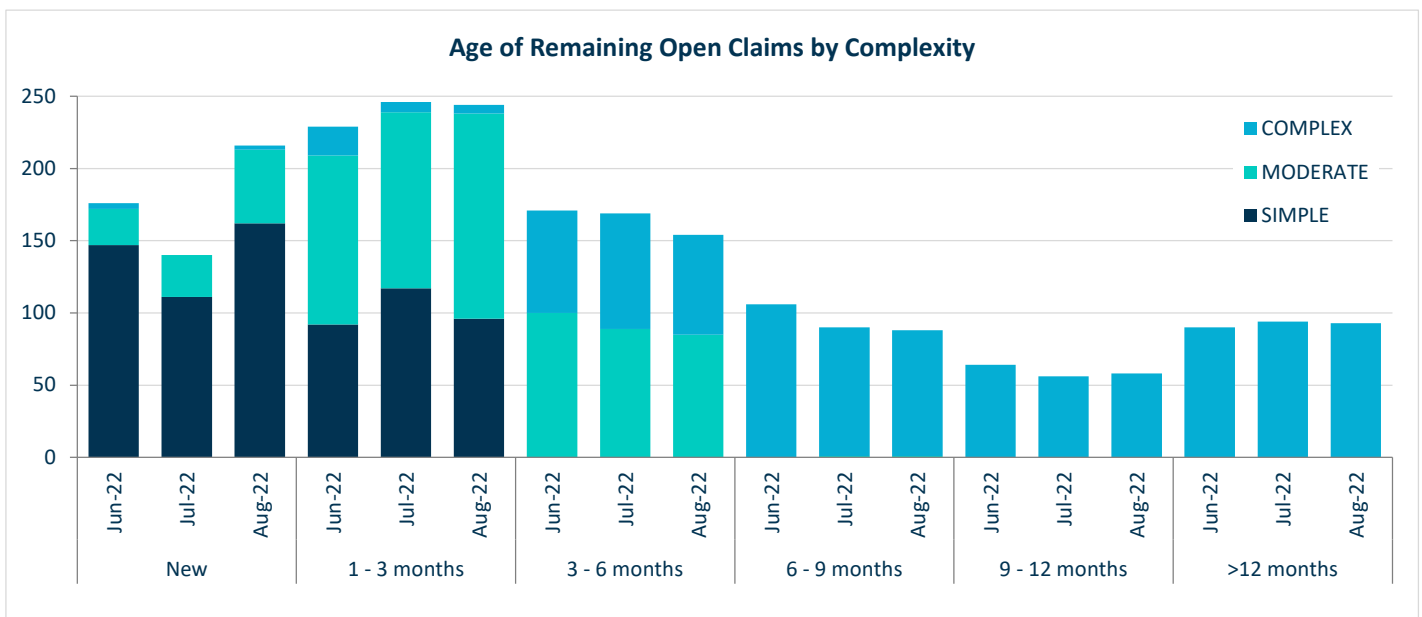
During August, 349 claims were resolved, offset by inflow of 407 claims. At month end we have 853 open Canterbury claims on hand, an increase of 58 since the end of July.

Across August, our population of open Canterbury Event Sequence claims increased to 853 (cf. 795 at EOM Jul-22). From a complexity viewpoint, the inflow profile remains largely unchanged, with 82% of this month's inflow categorised as 'simple' claims ie. all information is at hand to settle the claim. This month, 81% of claims closed were reopen <3 months (cf. 82% for Jul-22). Of our remaining claims, 54% are <3 months old. Missed damage remains the top reopen category, with drainage/ plumbing related reasons the top contributor to reopened claims within this category.

In line with our **Aged Claims Strategy**, the focus, since July 2021, remains the continued reduction of both our 'aged claims' population (claims older than 12 months) and its proportional representation within the overall population of open Canterbury claims. At month end, our aged claims population remains under 100, dropping slightly to 93 (cf. 94 at EOM Jul-22), representing 11% of all open Canterbury claims. While the challenge to keep this population under 100 continues to increase, all efforts continue to be made on workable aged claims within this population to progress their settlement. Pre-emptive efforts continue with reductions evidenced in the preceding age brackets ie. 6-9 months and 9-12 months.



The 349 claims resolved this month includes 4 claims open at 1 August, that are now subject to an application for Government support for repair of on-sold over cap properties ('on-sold claims', an open total 1,309 of which are excluded). A further 10 SRES MOU claims were settled, and 11 open claims for reassigned to Claims Assurance.



Resolution of aged claims continues to be a key priority for our settlement teams. During August, claims aged > 12 months reduced by 1% (94 down to 93). Claims aged 3 - 9 months reduced collectively by 7% (259 down to 242), though claims aged < 3 months increased by 19% (386 up to 460).

Section 2 - Canterbury (cont.)

Open Canterbury Claims by Reopen Reason

Missed Damage, 74.7%

Claim has been reopened as the customer has concerns regarding additional damage on previously scoped or unscoped elements and requires review and assessment.

Customer Complaint, 1.5%

Claim is reopened due to formal expression by the Customer of dissatisfaction with the management of the claim.

Additional Payment, 3.6%

Claim has been reopened to make additional payment/s to settle Natural Disaster Damage in accordance with EQC Act, and any other payments required to support resolution of the claim.

Requested information received from customer, 1.4%

Claim is reopened as the Customer has returned with information previously requested by EQC to progress the claim.



Repair Methodology, 5.4%

Claim has been reopened as the customer has concerns regarding elements of the repair methodology* or strategy that was recommended or followed, to settle natural disaster damage in accordance with EQC Act.

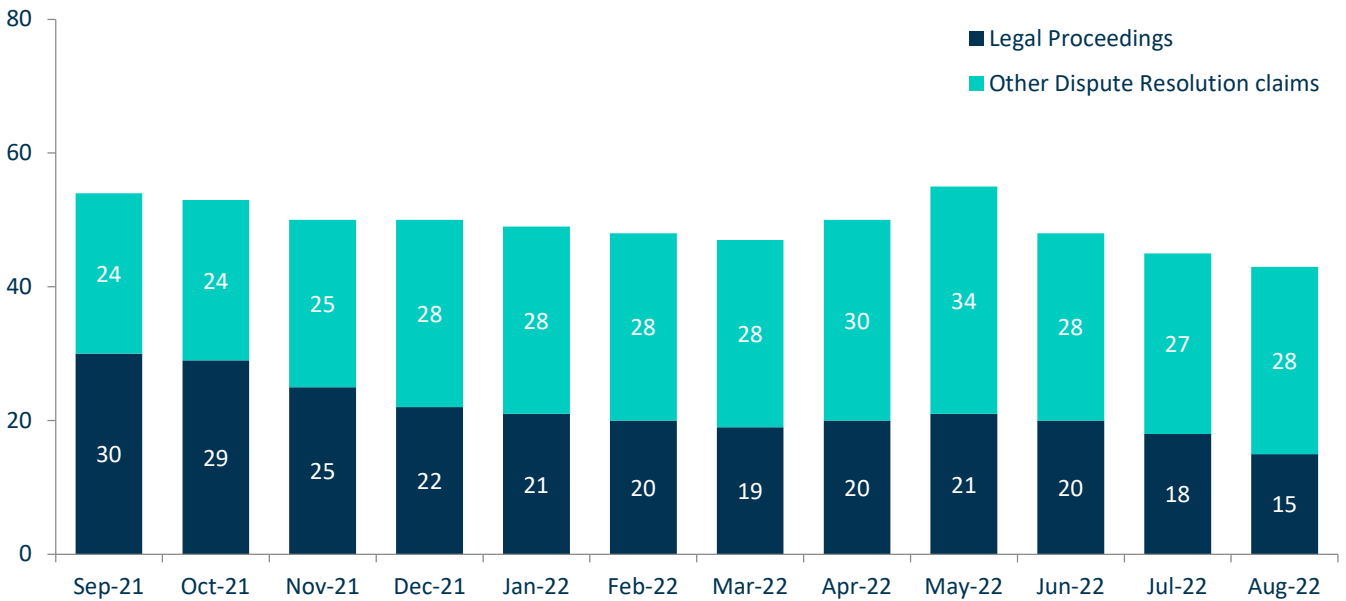
* Methodology: determining a repair strategy for damage relating to Natural Disaster using appropriate qualified specialist assessments.

Repair Quality, 13.4%

Customer has identified defects or quality issues with repairs previously completed and managed by EQC* that need to be assessed to settle Natural Disaster Damage in accordance with EQC Act.

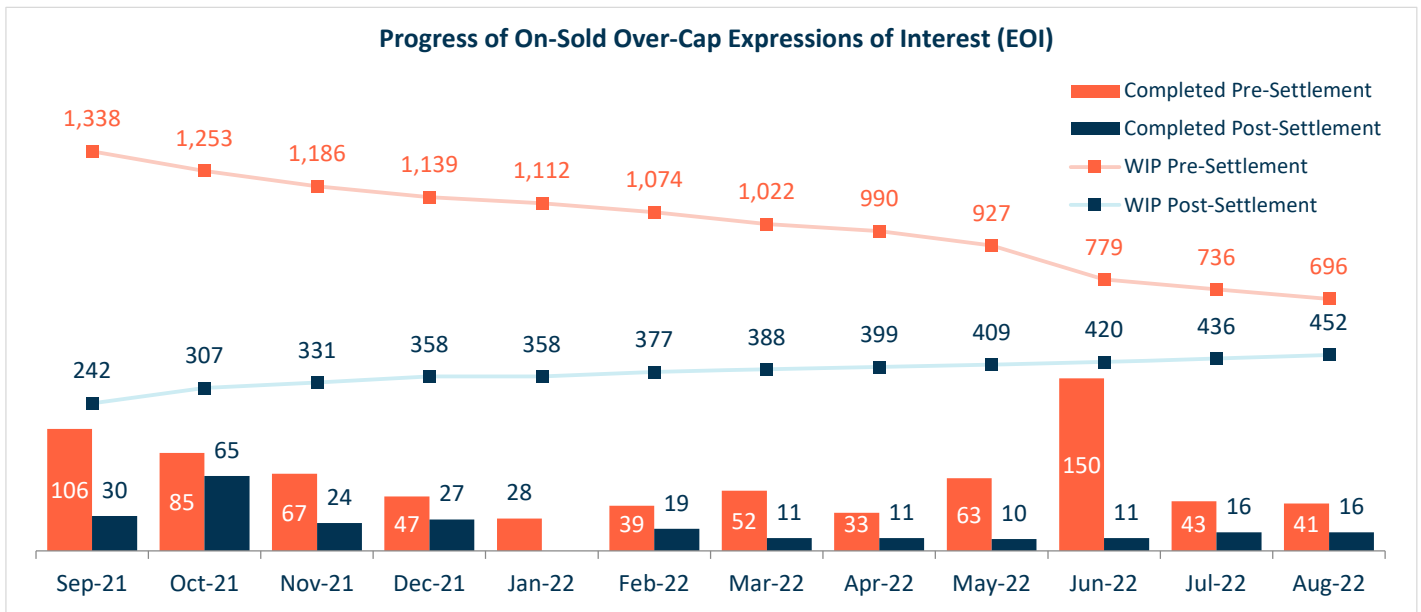
*Note: Issues with repairs managed by the customer following cash settlement need to be resolved directly with the contractor by the customer.

Claims in Dispute



As at 31 August, 15 Canterbury claims remained subject to legal proceedings, down from 18 at the end of July. Other claims with the Dispute Resolution team increased to 28, up from 27 last month.

Section 2 - Canterbury (cont.)



Reporting change - This month we introduce post-settlement numbers into current work in progress (WIP). This encompasses those applications that have a signed settlement agreement where construction is in progress, but not yet practically complete and all tranche payments yet to be invoiced/paid. To date, WIP reporting focussed on the first stage of the programme ('pre-settlement' ie. signed settlement agreements) and the total population in the post-settlement phase was reported as closed. There are now a significant number of applications in the WIP 'post-settlement' stage (452) and this population is being tracked to ensure they are progressing and to support realistic forecasting of a programme end-date.

Applications (expressions of interest - EOIs) for government support to repair On-Sold over-cap properties closed in October resulting in nil inflow from Nov-20.

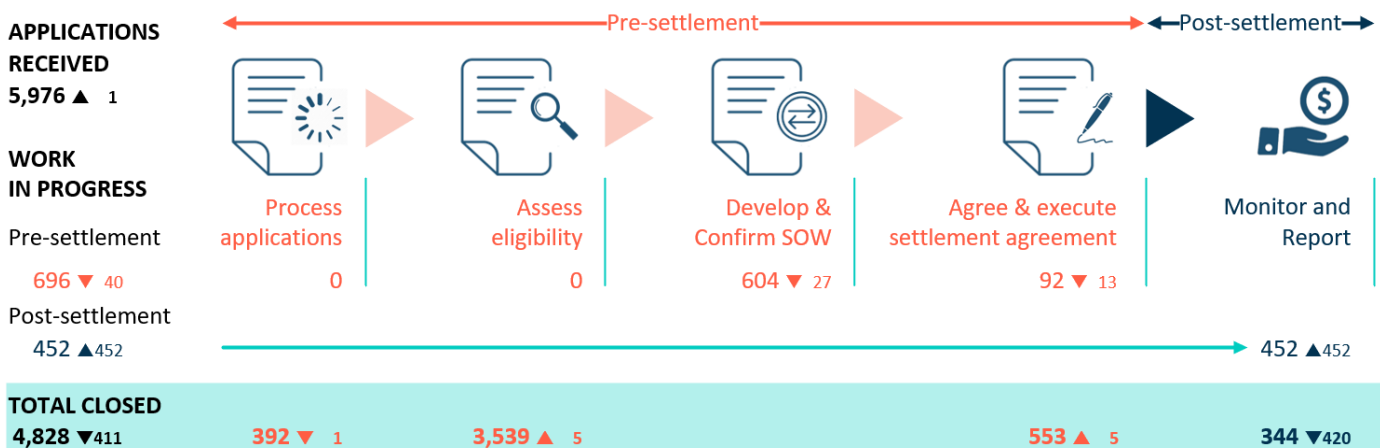
The chart below plots the flow of On-Sold EOIs through the value chain. To date, we have completed the assessment of 5,280* applications ('total closed' (4,828) + 'WIP post-settlement' (452)) of which:

- 1,349 have received an On-Sold settlement agreement or have been resolved without the need to pay Crown funds ('Agree & execute settlement agreement' (553) + 'Monitor and Report' (796));
- 775 have been transferred to EQC operations to be managed as these applications are not likely to exceed the EQC cap, or do not fit the On-Sold eligibility criteria; and
- 1,041 have been closed due to insufficient information following a campaign to contact homeowners requesting additional information customer to assess their eligibility and demonstrate they have additional damage.

At month end, and now including post-settlement, our WIP includes:

- **Pre-settlement** - 696 EOIs on hand that are being reviewed for eligibility or are being managed through our On-Sold assessment/ settlement process ('Pre-settlement'), including 83 Awaiting Agreements with Customers.
- **Post-settlement** - 452 (refer to reporting change notation above for definition).

* These numbers exclude applications with status of 'Awaiting Agreement - Customer', as these applications are now being treated as WIP (Agree and execute settlement agreement)

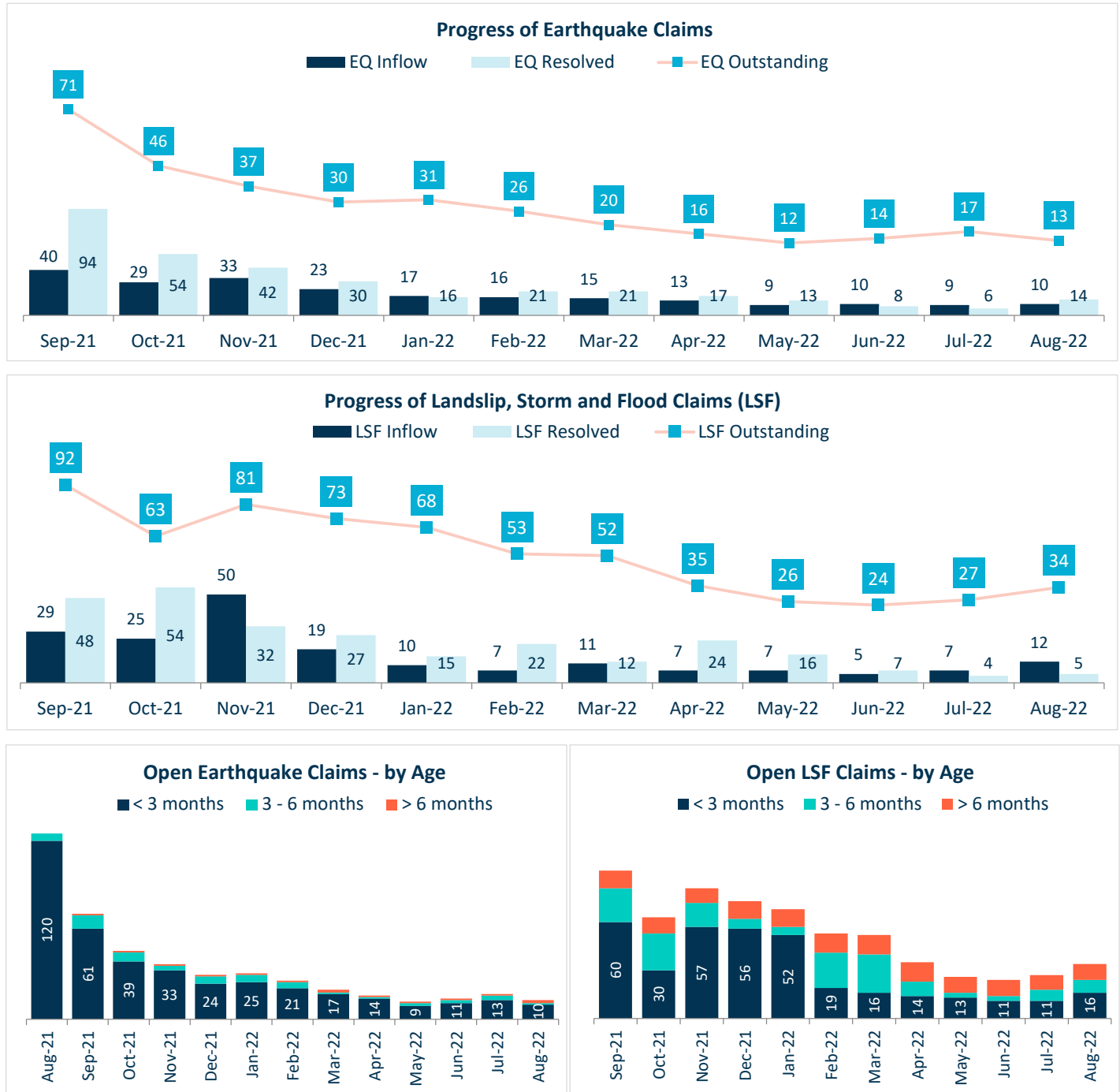


SOW - Scope of Works

Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

We recorded inflow of 22 new and reopened claims in August (cf. 16 for Jul-22). Of this, 46% were Earthquake (EQ) related and 54% to Landslip, Storms and Flood (LSF) related claims.



Note: Inflow refers to claims lodged as well as reopened

Claims subject to management under the Natural Disaster Response Model (NDRM)

As at 31 August 2022, we have received 3,968 Insurer managed claims (cf. 2644 at EOM Jul-22), since commencement of the NDRM. Overall, 83% of these claims are Landslip, Storm and Flood damage claims (LSF). In the current FYTD, 1,636 claims have been received, predominately LSF claims arising from weather events.

Across August, 1,294 claims were reported (cf. 329 for Jul-22), comprised of 48 EQ and 1,240 LSF related claims (cf. 46 EQ and 283 LSF for Jul-22).

The significant volume of LSF claims reported this month, reflects the weather events in Nelson and Wellington during the month. NIWA reported Wellington and Tākaka had their wettest August on record. Numerous road closures were reported in the top of the South Island due to flooding and slips and some Nelson residents were evacuated from their homes due to flooding and landslips, with mud pouring through some properties.

Section 4 - Resilience

Progress summary

On our Resilience Three Year Priorities (2019-22)

Reporting on the progression of our Resilience Three Year Priorities is provided on a quarterly basis

The quarterly frequency of our progress reporting takes into account that the nature of the work undertaken to progress our *Resilience Three Year Priorities* is more suited to quarterly progress reporting. Our next quarterly update will be provided in the Toka Tū Ake EQC Performance Dashboard - September 2022.

The following priorities are what we'll be reporting progress on each quarter.



Coordinated & targeted
Research investment



A renewed focus on the strategic value of
Data and information



Public Education
measures to raise public awareness



Accelerating the synthesis &
Translation of research outputs



Developing reciprocal
Partnerships



Perceptions of Toka Tū Ake EQC

Section 5 - Customer Focus

Under the Natural Disaster Response Agreement (NDRA), which came into effect on 30 June 2021, customers now lodge their disaster claim directly with our insurer partners who manage the settlement process on behalf of Toka Tū Ake EQC ('Insurer Managed' claims). Toka Tū Ake EQC continues to directly manage historical claims ('Toka Tū Ake EQC Managed' claims) relating to damage prior to 30 June 2021.

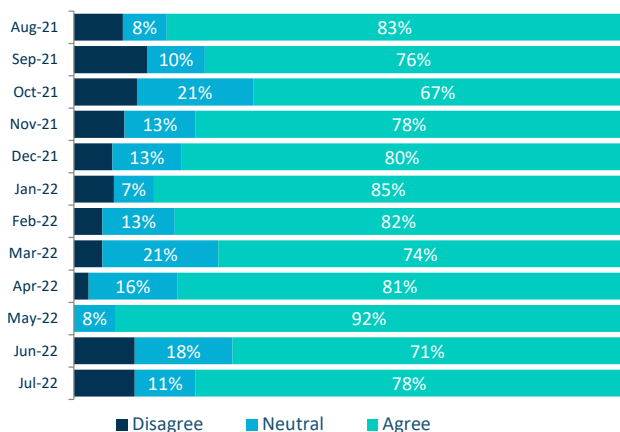
Are there any significant changes to our FY22-23 customer experience SOPE measures from the previous year?

There are no significant changes. All customer experience measures remain identical to the previous year and we continue to report results one month in arrears. The only changes to note is that we've consolidated a number of measures from last year into a single measure and that we've changed our SOPE reference numbers to reflect this.

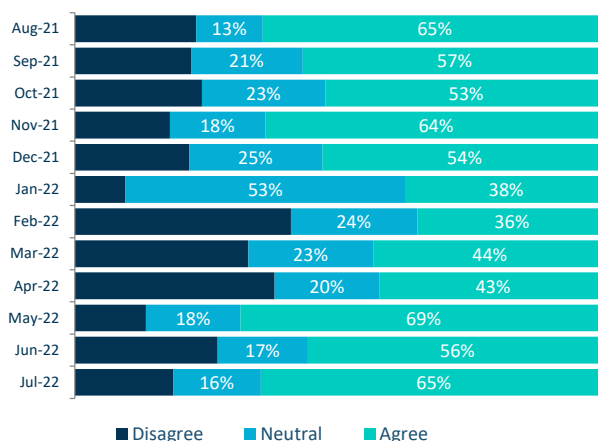
Chart titles have been amended to reflect the changes in SOPE reference numbers from FY21-22 to FY22-23. These amended titles will remain in place for the first two months of reporting in FY22-23 and then revert back to just showing the current SOPE reference number.

Recent experiences: Transparent, fair and reasonable interactions

Canterbury
SoPE 1.1.7a (previously 1.1.6 in FY21-22)



Natural Disaster Events (excl. Canterbury)
SoPE 1.2.4a (previously 1.2.4 in FY21-22)



YTD result 78%

Target: > 70%

Trend

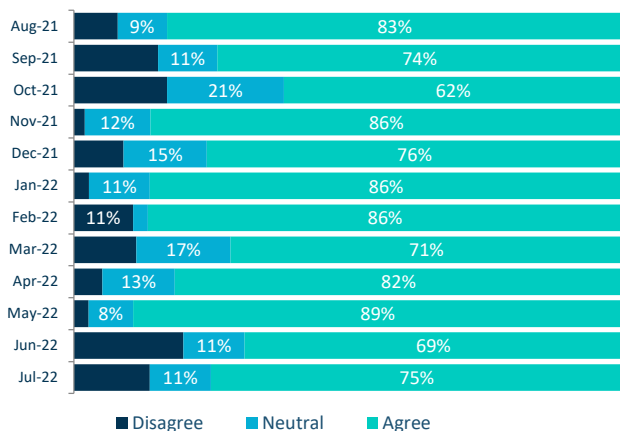
YTD result 65%

Target: > 70%

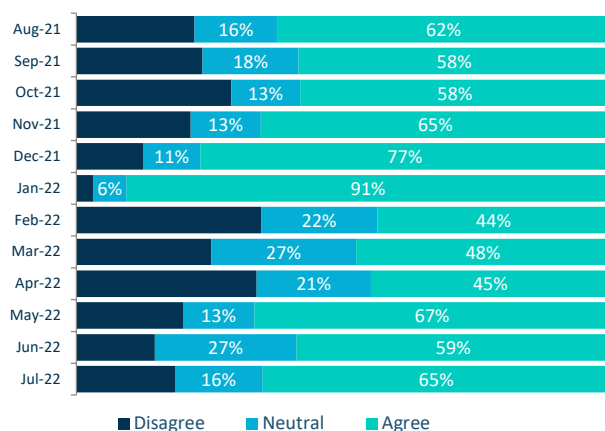
Trend

Recent experiences: Responsiveness to individual needs and situation

Canterbury
SoPE 1.1.7b (previously 1.1.7 in FY21-22)



Natural Disaster Events (excl. Canterbury)
SoPE 1.2.4b (previously 1.2.5 in FY21-22)



YTD result 75%

Target: > 70%

Trend

YTD result 65%

Target: > 70%

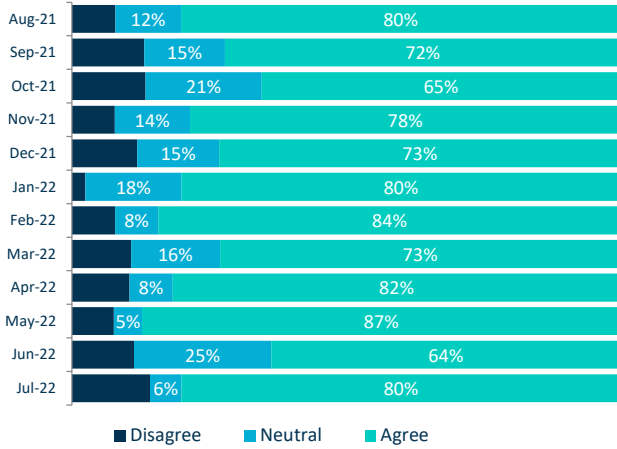
Trend

Section 5 - Customer Focus (cont.)

Recent experiences: Quality of communications and customer clarity on next steps

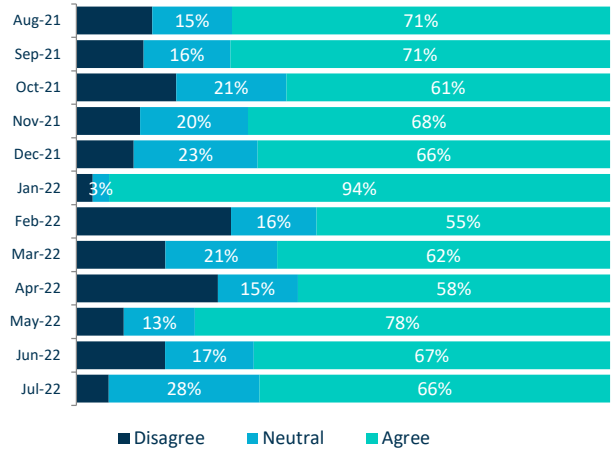
Canterbury

SoPE 1.1.7c (previously 1.1.8 in FY21-22)



Natural Disaster Events (excl. Canterbury)

SoPE 1.2.4c (previously 1.2.6 in FY21-22)



YTD result 80%

Target: > 70%

Trend

YTD result 66%

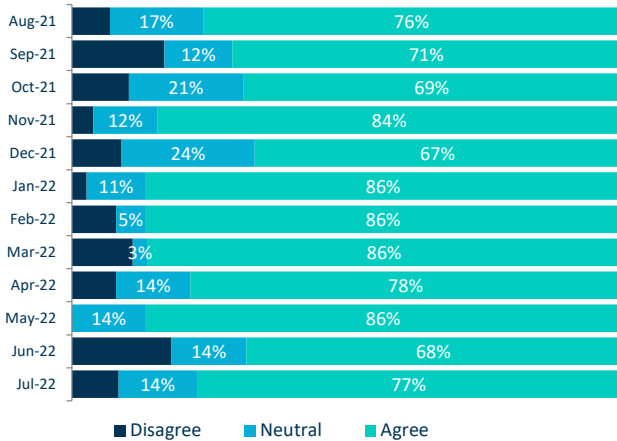
Target: > 70%

Trend

Recent experiences: Demonstrating expertise and a desire to help

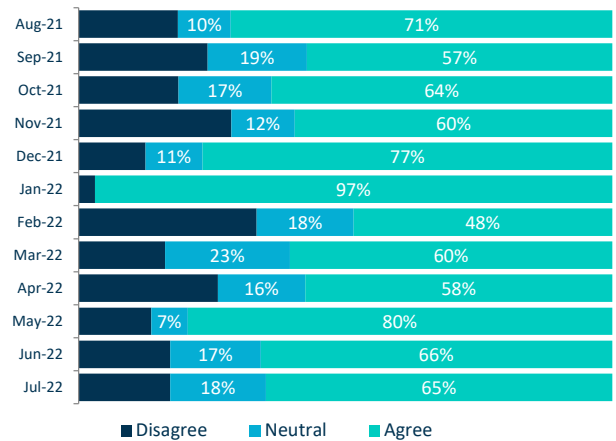
Canterbury

SoPE 1.1.7d (previously 1.1.9 in FY21-22)



Natural Disaster Events (excl. Canterbury)

SoPE 1.2.4d (previously 1.2.7 in FY21-22)



YTD result 77%

Target: > 70%

Trend

YTD result 65%

Target: > 70%

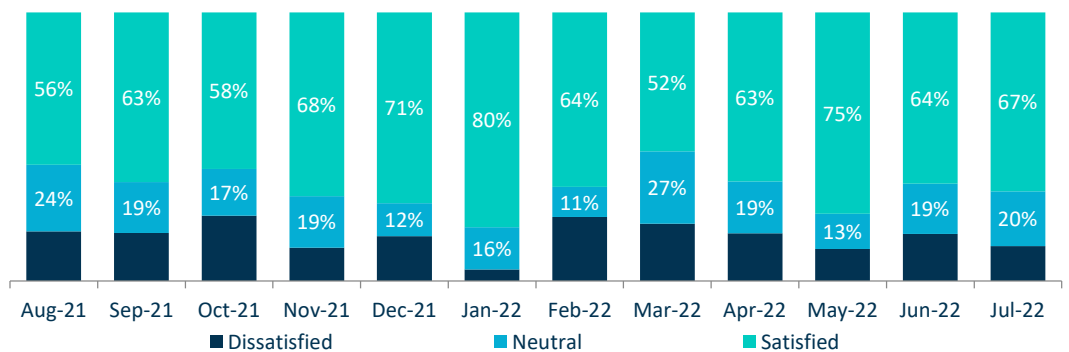
Trend

Overall claim experience

Survey question

'How satisfied were you with the overall quality of the service you received making the claim?'

Overall claim experience - All

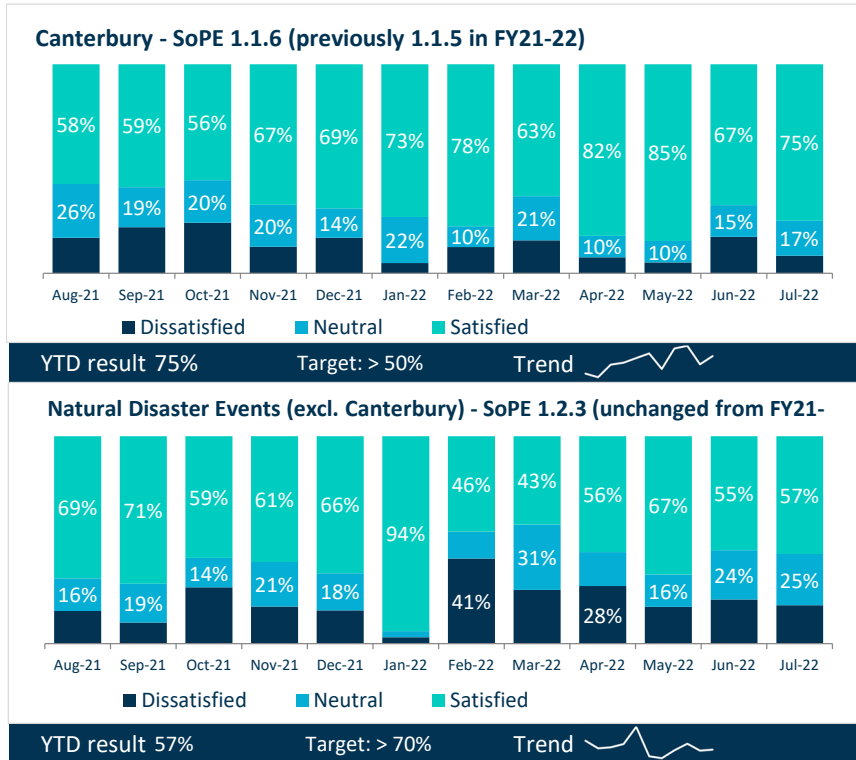


YTD result 67%

Trend

Section 5 - Customer Focus (cont.)

Overall claim experience by event response



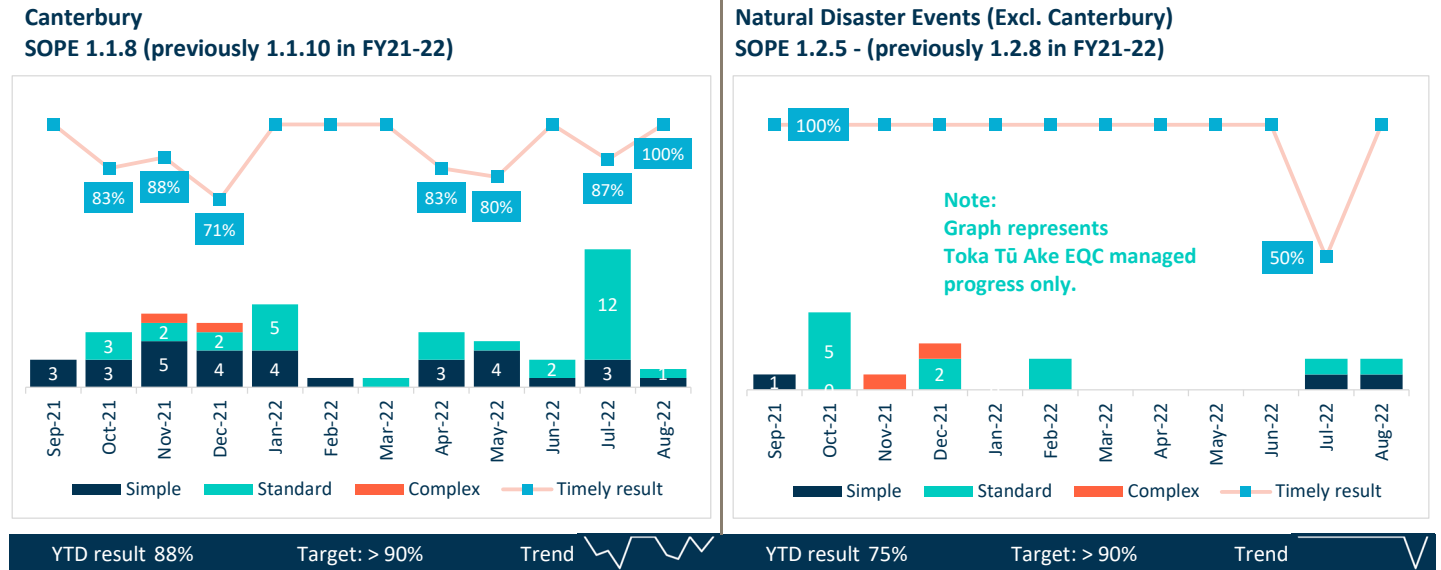
Our Canterbury customers

For the first month of FY22-23, satisfaction among our Canterbury customers with both their overall and recent experience is higher than last month and is now back in step with results achieved across January to May 2022.

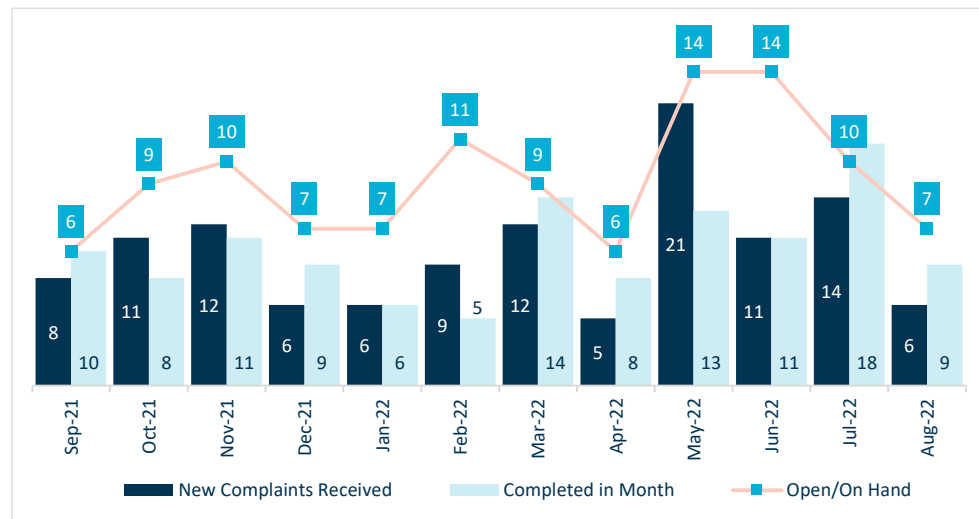
Our Natural Disaster Events (NDE) customers

For the first month of FY22-23, satisfaction among our customers impacted by other natural disaster events indicates that satisfaction levels have stabilised after a period of decline experienced in the first half of calendar 2022.

Timeliness of complaint resolution



Progression of customer complaints



Overall this month, we received 6 new complaints offset by the 9 resolved complaints, leaving 7 open complaints on hand at month end.

Insurer managed claims - 3 new complaints received this month and 6 resolved, leaving 4 open at month end.

Toka Tū Ake EQC managed claims - 3 new complaints received this month and 3 resolved, leaving 3 open complaints on hand at month end.

The complexity profile of our on hand complaints includes: simple (0); standard (3); and complex (0).

The categorisation of these on hand complaints includes: service related (1); process related (2); and technical (0).

Section 5 - Customer Focus (cont.)

Total call, email and post volume

	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22
Outbound - Inbound Ratio	10:90	9:91	9:91	9:91	8:92	9:91
Grade of Service	99%	98%	99%	99%	95%	82%
Abandonment Rate	1%	2%	1%	1%	2%	4%
Roll Over No Answer	28	26	25	11	49	100
Total Calls	2,527	1,827	1,977	1,820	2,009	2,499
Total Email and Post	2,518	2,773	3,326	2,168	2,383	2,478

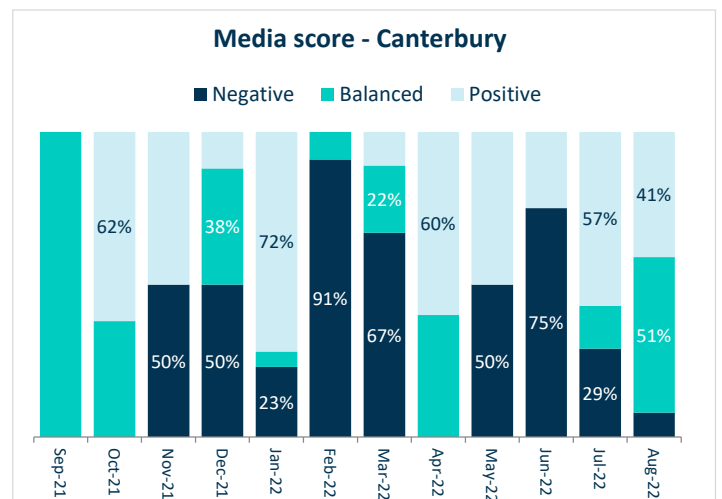
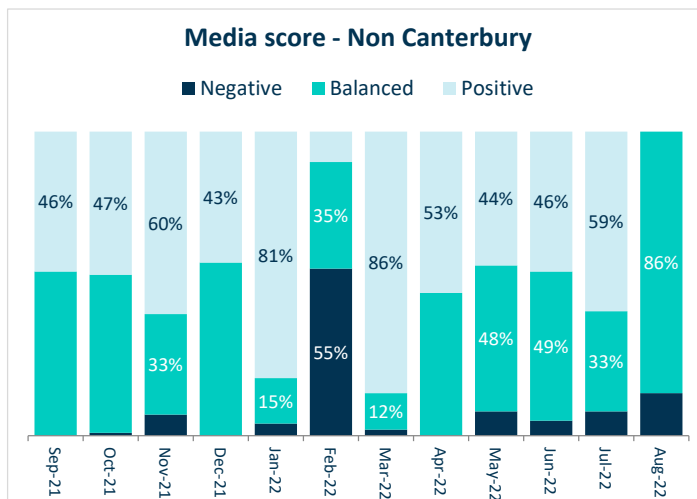
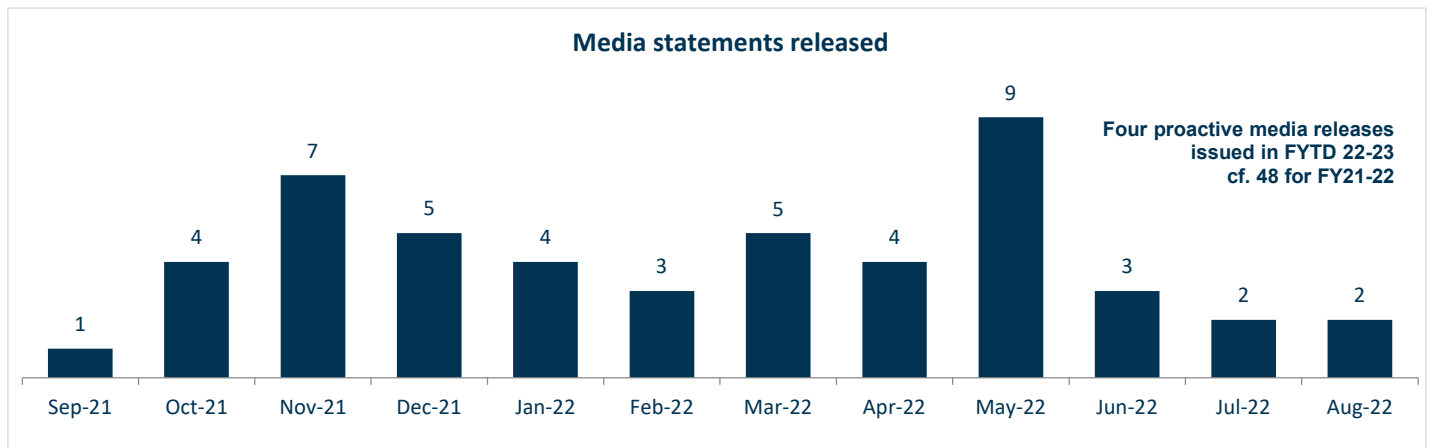
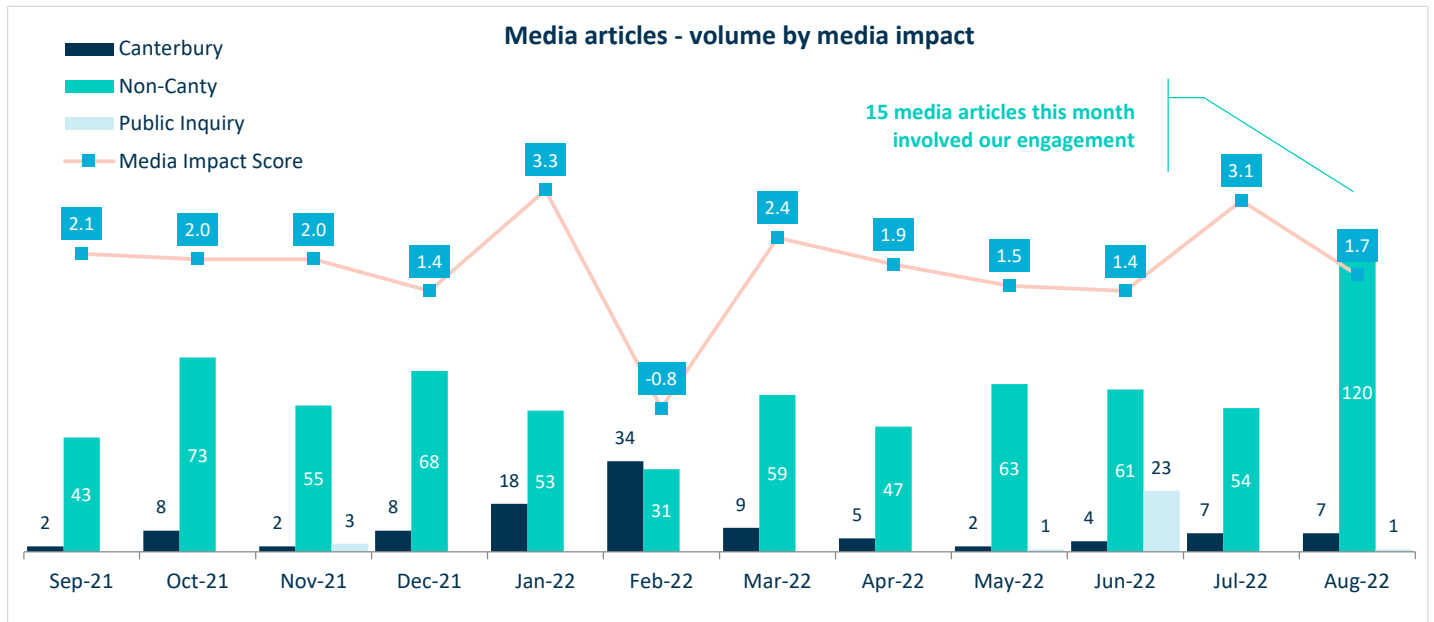
Section 6 - Media (traditional)

Across August, media coverage of Toka Tū Ake EQC increased by 110% with mentions in 128 traditional media reports. This was mainly driven by stories around the flooding and landslips around the country, in which Toka Tū Ake EQC was mentioned but had no active involvement in.

The volume of positive and very positive reports increased significantly this month, up from 51 (cf. 36 for Jul-22), while negative coverage dropped slightly. While we saw an increase in positive coverage this month, the majority of coverage around the landslips was considered neutral leading to a drop in our Media Impact Score to 1.7 (cf. 3.1 for Jul-22).

The highlights of last month included the coverage around the liquefaction research in Wellington Harbour and the coverage following our media release clarifying what land is covered under EQCover, which resulted in a long interview with CEO Tina Mitchell on RNZ Morning Report.

The only negative coverage was caused by a misunderstanding with homeowners, insurer claims staff and journalists on the role of Toka Tū Ake EQC, leading to the apportionment of negative coverage in some reports where Toka Tū Ake EQC had no real direct involvement. In each case our team follows up with all these parties to clarify and educate.

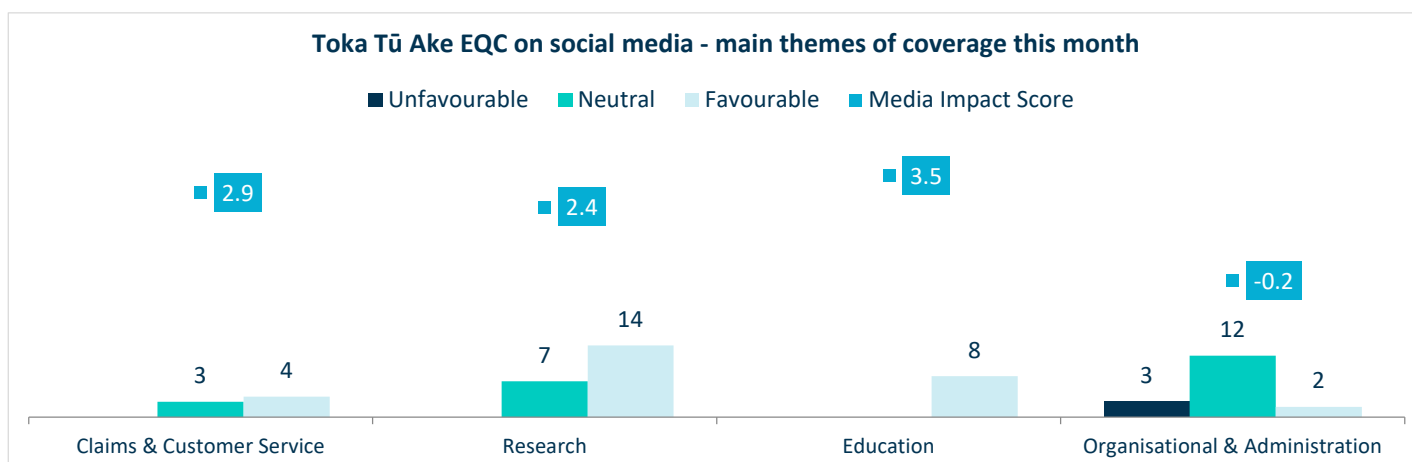
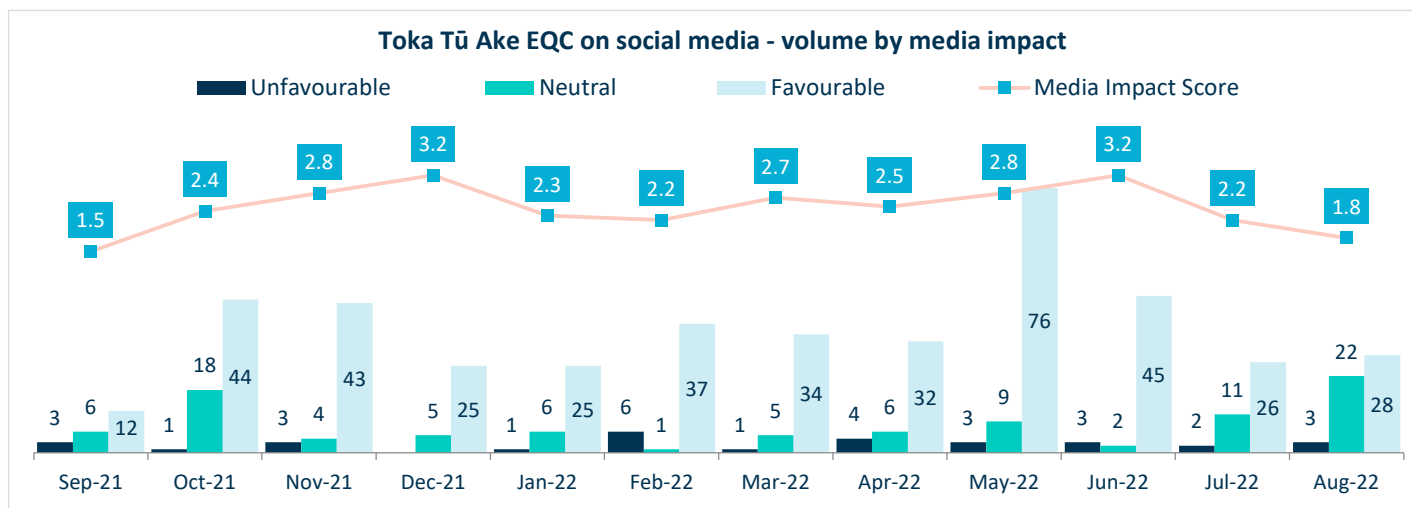


Section 6 - Media (social)

During August, the volume of social media mentions of Toka Tū Ake EQC increased 36% to 53 items. The proportion of positive coverage fell again this month to 53% (cf. 67% for Jul-22 and 90% for Jun-22). This proportional decrease is reflected in a drop in our MIS to 1.8 (cf. 2.2 for Jul-22). The shift in tone was largely from positive to neutral, with neutral coverage increasing 13 percentage points.

Research was a common theme across the month, with proactive items from Toka Tū Ake EQC on landslides, Tsunami research on the Chatham Islands available for students via @LEARNZ, and the impact of liquefaction on the Wellington Waterfront after the 2016 Kaikoura earthquake.

Negative coverage stemmed from an NBR article interviewing Suncorp NZ's CE, who was critical of the Toka Tū Ake EQC Cap rises.



At a thematic level, the predominance of the Research and Claims & Organisational and Administration themes has driven this month's leading messages. Research has driven this month's leading message of *Engages in high quality research programmes* while coverage associated with Organisational and Administration has driven the second leading message this month of *Helps communities to better understand the risk of natural disasters*.

Understanding the Media Impact Score

The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

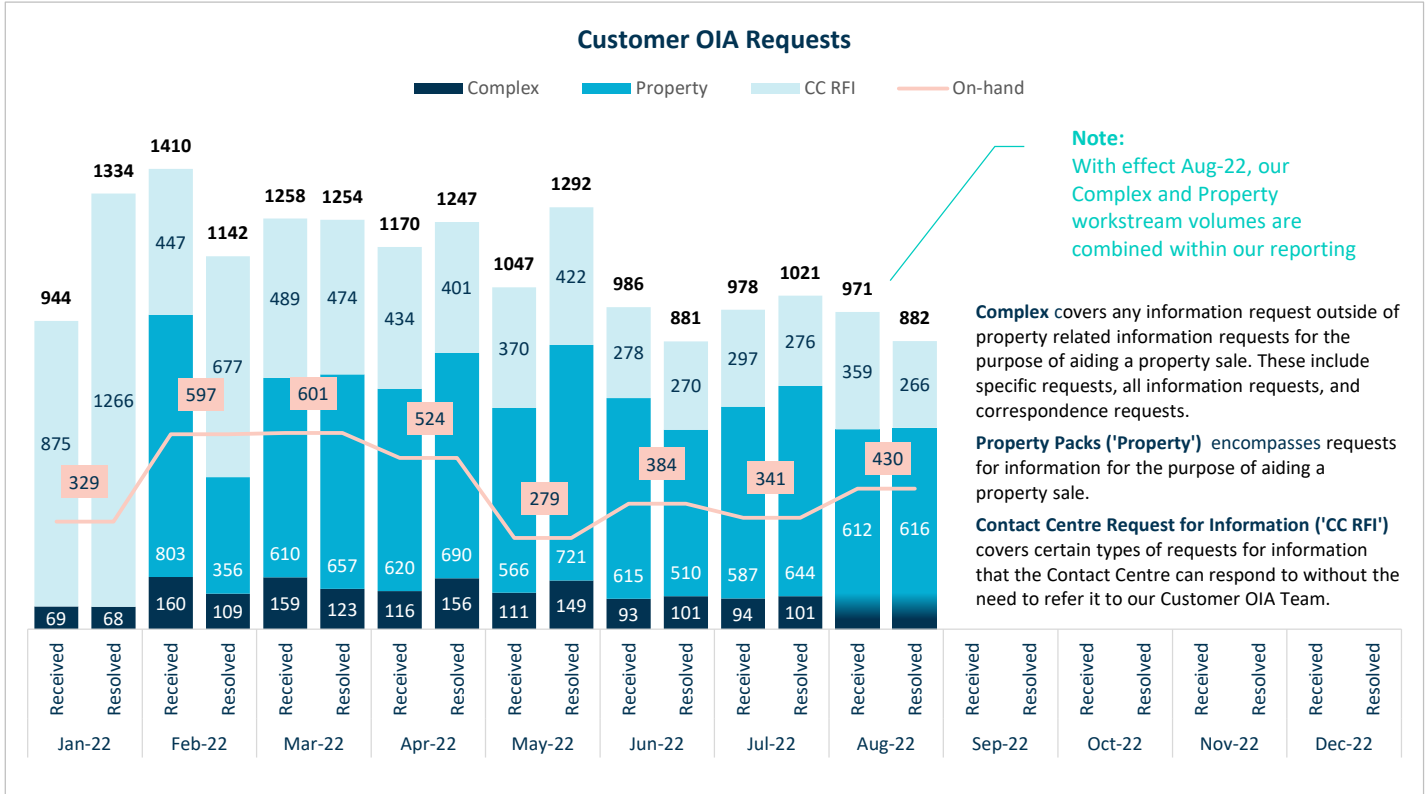
The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the level of engagement for social media) to assess **impact**.

Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.

Section 7 - Official Information Act (OIA) Requests

As reported last month, reporting on customer requests for information has now been widened to include all information requests we receive from customers. Our widened reporting now encompasses two other information request workstreams. One of these workstreams is for information requests for property related files, which is processed under either section 31A of the Earthquake Commission Act 1993 or the Official Information Act 1982. The other workstream covers information requests that our Contact Centre are able to resolve directly - in the chart above this workstream is referred to as 'CC RFIs'.

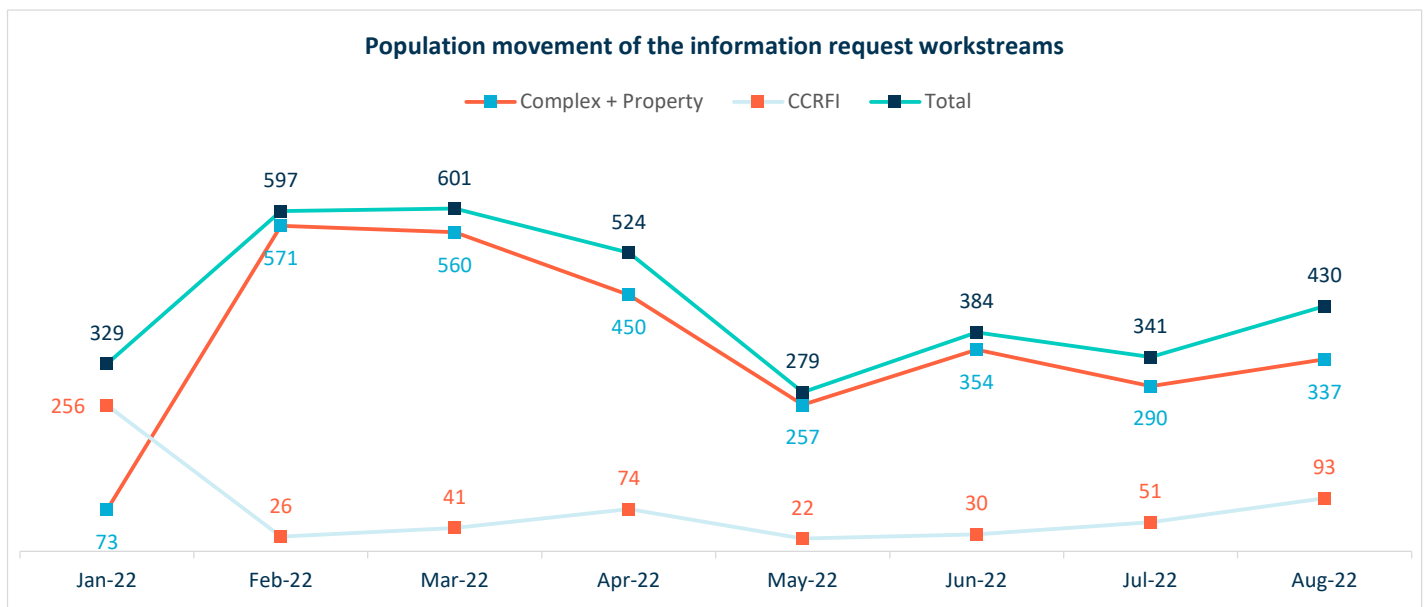
The widening of our Customer OIA reporting also now aligns with our six monthly reporting to the State Services



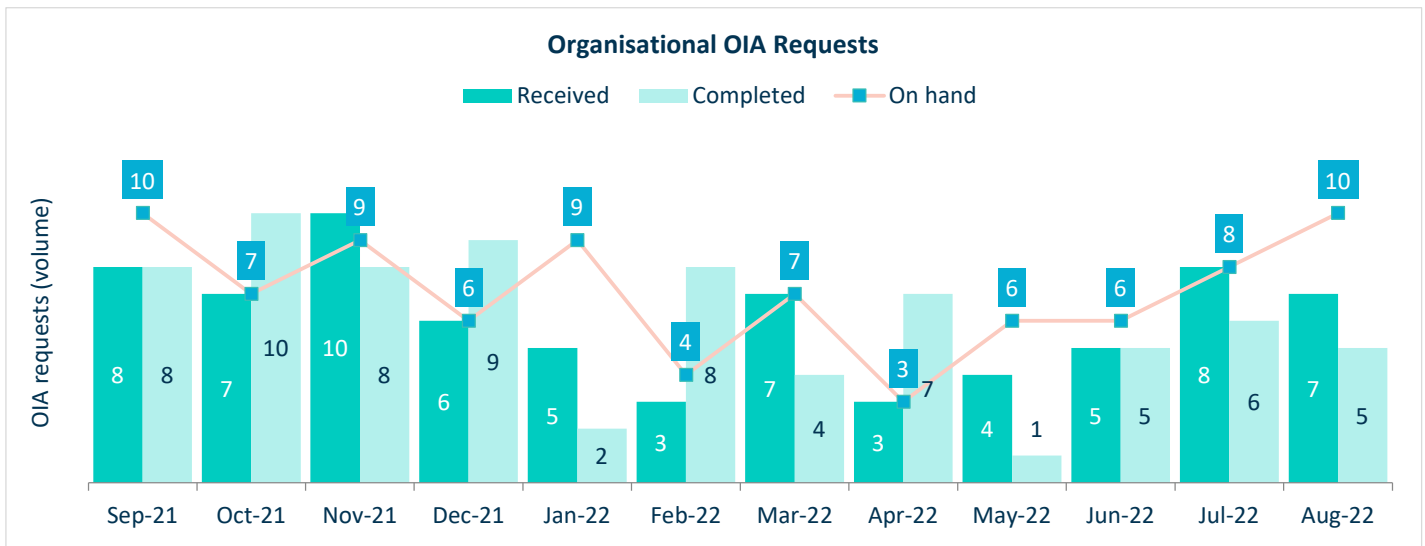
This month, taking into account our widened reporting, our Customer OIA Team received 971 new OIA requests, comprised of 612 (complex and property requests) and 359 CC RFI information requests (cf. 978, 681 (complex and property) and 297 CC RFI). Coupled with the 341 requests on hand from last month and resolution of 882 requests this month (616 (complex and property) and 266 CC RFIs), we have 430 requests on hand at month end.

You'll notice that **we've amended our reporting** from this month to combine both our complex and property volumes together.

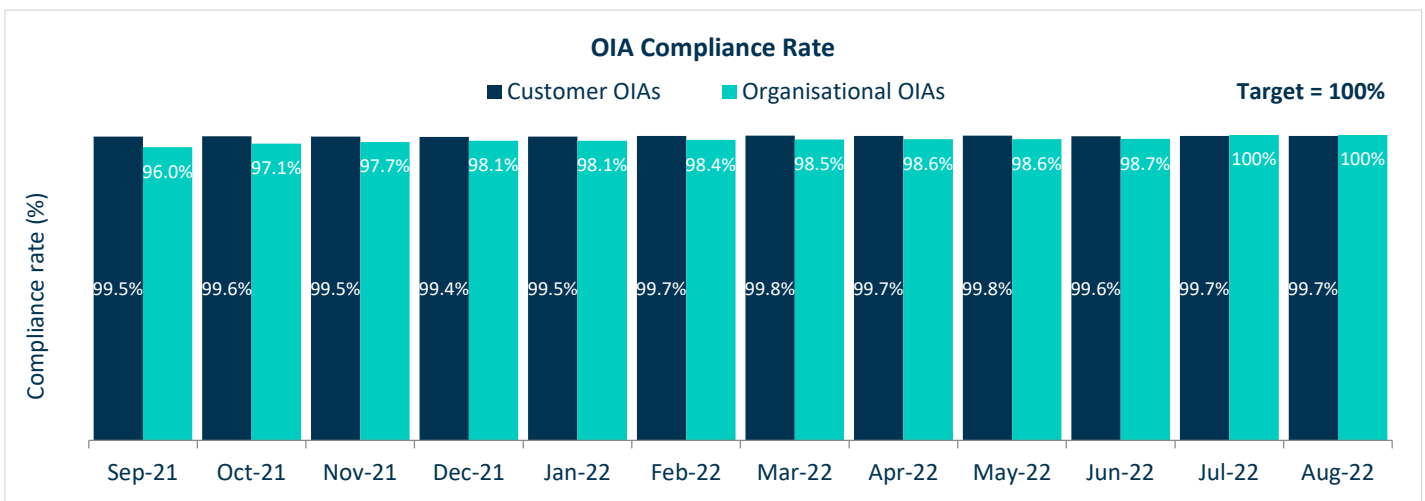
The chart below shows the month on month population movement of the three customer information request workstreams.



Section 7 - Official Information Act (OIA) Requests (cont.)



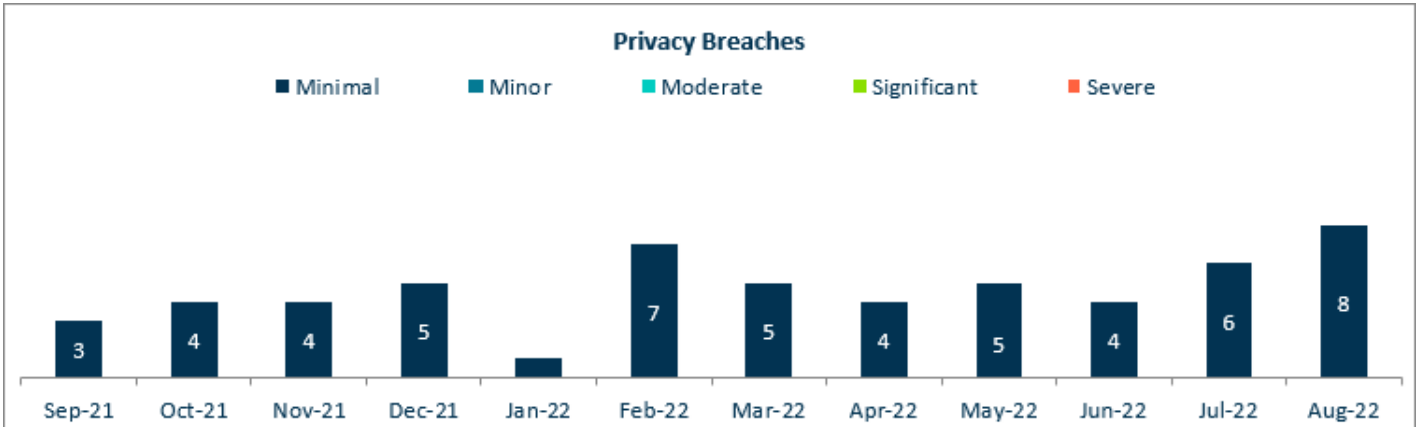
This month, our Government Relations Team received 7 new high level OIA requests (cf. 8 in Jul-22). Coupled with the 8 requests on hand from last month and 5 completed requests this month, the team have 10 requests on hand at month end.



This month our Customer OIA Team achieved a 99.8% compliance rate, with YTD compliance for the team unchanged at 99.7%. During the same period, our Government Relations Team achieved a 100% compliance rate, with YTD compliance for the team unchanged at 100%.

Section 8 - Data Protection

Eight privacy breaches (vs. 6 in Jul-22), all rated as being of minimal severity, were recorded by the Risk and Compliance Team this month. The reported breaches were assessed against the Government Chief Privacy Officer (GCPO) categorisation system and no serious harm appears to have arisen as they are all considered contained.



Privacy breaches

Breaches reported this month relate to: 'Wrong document sent' (3); 'Incorrect document content' (2); 'Wrong Email or Letter Content' (2); and 'Incorrect email address used' (1). All breaches are considered contained and no harm is believed to have arisen.

Breach severity categories

Following the new Privacy Act 2020, which came in to effect on 1 December 2020, all breaches are now assessed against the Government Chief Privacy Officer Tool (GCPO). The GCPO categorisation system allows for transparent internal and external reporting on privacy incidents, and allows for benchmarking and direct comparisons of reported incidents across government agencies. The new rating categories are: 'Minimal', 'Minor', 'Moderate', 'Significant', and 'Severe'.

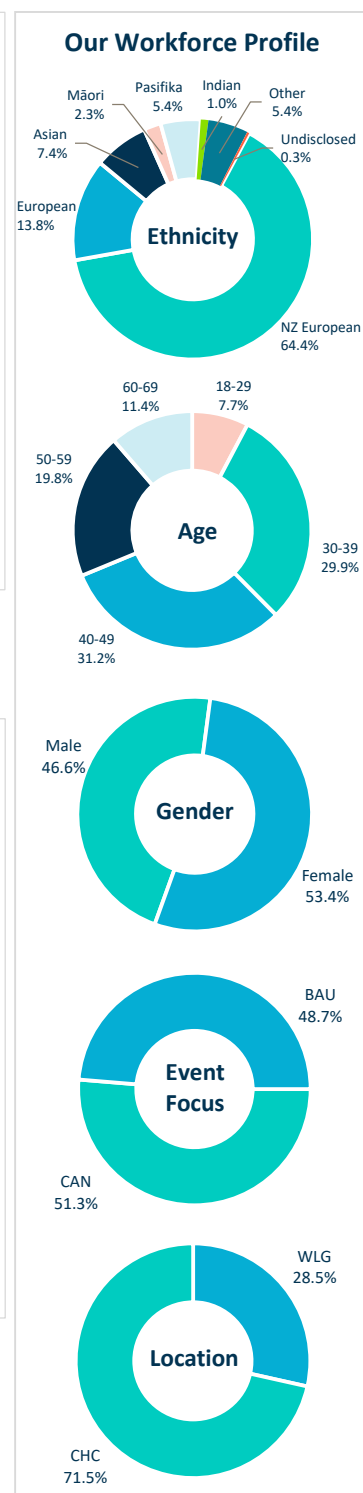
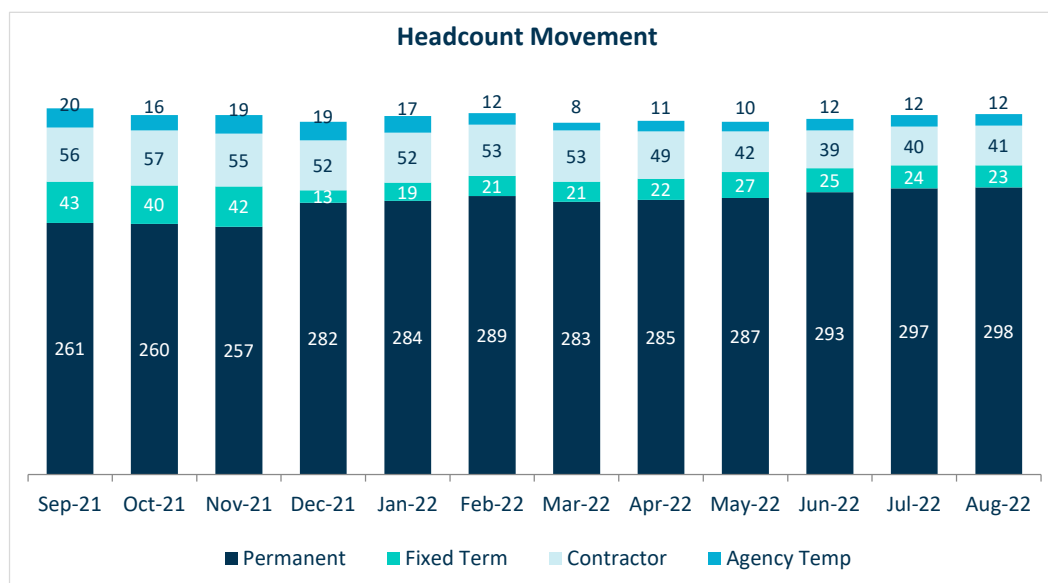
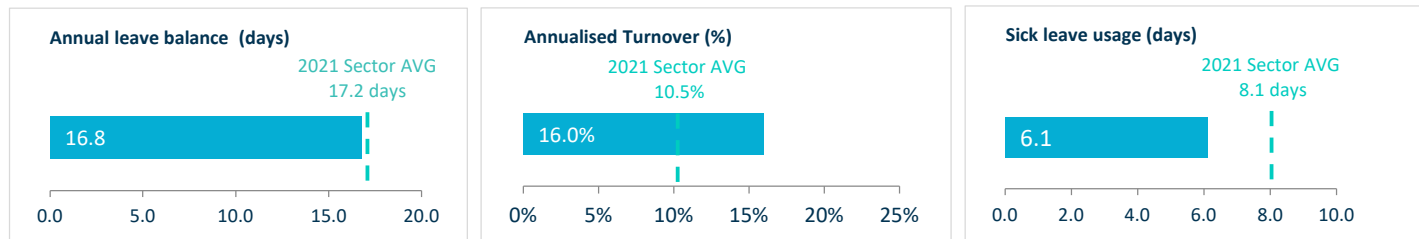
Below is an explanation of each rating:

Severe	Significant	Moderate	Minor	Minimal
Breach of sensitive or highly sensitive information with serious potential or actual harm. Indication of systemic failure that could undermine government systems. The incident will significantly affect the reputation of and undermine trust and confidence in the public sector. The incident will get ongoing media coverage.	Information is sensitive or highly sensitive with serious potential or actual harm. There will be measurable and ongoing negative impact on individuals and/or agencies with potential long-term loss of trust and confidence in the agency. Possible indication of systemic failure that could undermine government systems. The incident will get ongoing media coverage.	Information is not sensitive or highly sensitive. Potential or actual harm is more than minor. Customers and clients may stop using, or be reluctant to use, a service or delivery channel. The incident may get media attention or cause reputational risk due to the number of people rather than the information involved.	Small number of people are affected with minor potential or actual harm. Little or no indication of systemic problems. The incident may get short-term minor or isolated media interest.	Small number of people are affected with little or no potential or actual harm. Little or no indication of systemic problems. The incident most likely won't get media interest.

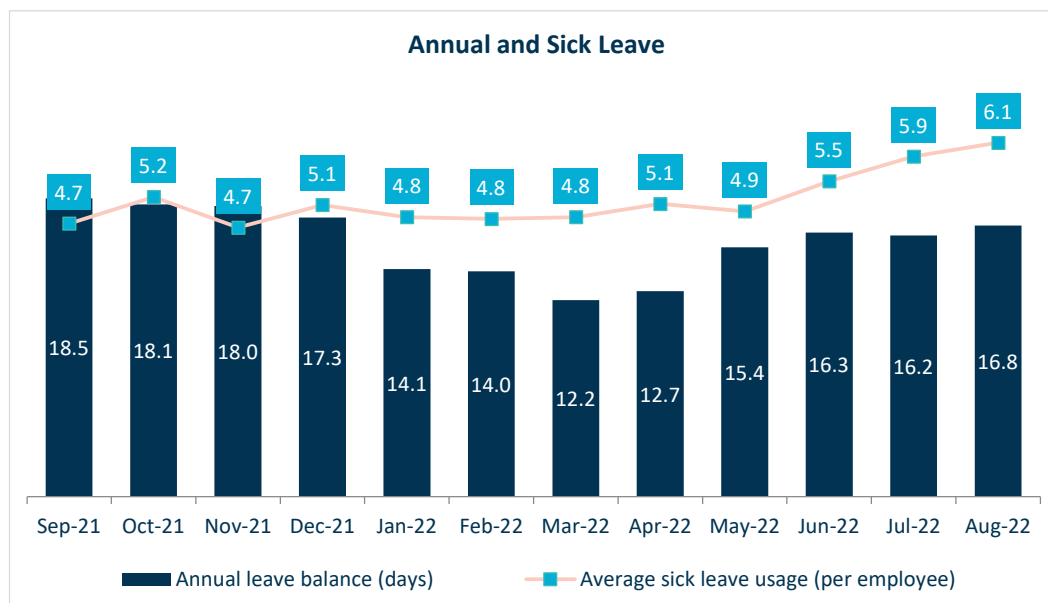
Section 9 - Our People

Across August, our permanent workforce headcount increased by 1, while our temporary headcount also increased by 1. During this period, our average annual leave balance rose to 16.8 days (cf. 16.2 in Jul-22), now almost in step with the 2021 Public Sector average ('sector average') of 17.2 days. Average sick leave usage rose slightly from last month by 0.2 days to 6.1 days, remaining below the sector average of 8.1 days. Meanwhile, annualised turnover ('voluntary turnover') rose to 16% (cf. 15.1% in Jul-22), remaining above the sector average of 10.5%.

Our People at a glance - Toka Tū Ake EQC's performance against Public Service Sector Averages



Over the month, our permanent employee population has increased by one while our temporary employee population decreased by one also.



As reported above, our average annual leave balance rose to 16.8 days (cf. 16.2 at EOM Jul-22), which is now almost in step with the sector average of 17.2 days.

In the same period, average sick leave increased from last month by 0.2 days to 6.1 days against a sector average of 8.1 days.